

# Shasta County

## **Occupational Outlook 2001 and Training Directory**

**Your One-Stop Source for  
Local 1998, 1999 and 2000  
Occupational Information**

# Shasta County Occupational Outlook 2001 (featuring 1998-2000 data)

## A product of

The California Cooperative Occupational System (CCOIS)

*The California Cooperative*



## Sponsored by

**Shasta County Private Industry Council (PIC)**

(on the web at [www.shastapic.com](http://www.shastapic.com), [www.shastasmart.com](http://www.shastasmart.com) and [www.norcalink.com](http://www.norcalink.com))

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**California Occupational Information Coordinating Committee (COOIC)**

(on the web at [www.soicc.ca.gov](http://www.soicc.ca.gov))

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## INTRODUCTION

The occupational information in the Shasta County Occupational Outlook 2001 was collected through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This state/local partnership, known as the California Cooperative Occupational Information System (CCOIS), was initiated in 1986. This is Shasta County's sixth year of participation in the CCOIS.

The goal of this publication is improving the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information to aid in career decision and employee selection. (You can aid us in achieving this goal and improving future Occupational Outlooks by filling out the CCOIS User Survey Form inserted in this publication and mailing it to the address provided.)

Some key points about the Occupational Outlook 2001:

- Information in the Outlook applies specifically to Shasta County.
- The 60 occupations summarized were surveyed in 1998, 1999 and 2000 (20 for each year).
- Survey data was collected in each respective year from approximately May 15<sup>th</sup> until October 1<sup>st</sup>.
- All the occupations appearing in this edition of the Outlook, including those from previous editions, have been rewritten to provide more detail and maintain a consistent format throughout.

The supply and demand statements should be weighed before making any training decisions. Not all occupations included in the Outlook may be suitable for training at this time. Conversely, omission of an occupation from the Outlook 2001 does not imply training for that occupation is inappropriate. Shasta County's CCOIS project is limited in scope to 20 occupations annually. Different occupations are selected for study in successive years along with re-surveys of warranted occupations.

For those wishing to access this information electronically, the Outlook 2001 is available on the internet (along with the reports of other local partners throughout the state) at the following website:

[www.calmis.cahwnet.gov/htmlfile/ccois/oor.htm](http://www.calmis.cahwnet.gov/htmlfile/ccois/oor.htm)

## USES FOR THIS REPORT

The information in the Outlook can be used by a variety of organizations and individuals for many different purposes. Some possible uses are:

- **Career Decisions**  
Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy-to-read and includes employer requirements and preferences, wages and benefits, labor supply and demand, and sources for training.
- **Program Planning**  
The Outlook 2001 provides local planners and administrators with employment data, training information, placement data, occupation size, and projected growth rates. Program planners can use this data to evaluate and improve existing programs, plan new programs and eliminate outdated programs.

- **Curriculum Design**  
Training providers can assess and update their curriculum based on the current employer needs and projected occupational trends indicated in the Outlook 2001.
- **Economic Development**  
Government agencies and economic development organizations will find the information on occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in our labor market area.
- **Program Marketing**  
Training providers can more effectively market their programs by informing students, employers, and other interested parties that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.
- **Human Resource Management**  
Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

The Outlook 2001 is intended as a reference base for these and many other staffing decisions. To maximize your use of this information, please contact the CCOIS Coordinator at the Shasta County Private Industry Council at (530) 245-1584.

Each occupational summary follows the same basic format as outlined below. Please note the common abbreviations which are used throughout the publication: words per minute (wpm), years (yrs), pounds (lbs), plus (+), minus (-), and (&), per hour (/hr), hours (hrs), full-time (F/T), and part-time (P/T). Other acronym abbreviations are explained within the narrative.

Also, although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

- **Occupational Title and Definition**  
Unless otherwise indicated, the titles and descriptions used for the occupational summaries are from the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit OES code number, which can be found on the page header.
- **Alternate Titles**  
These are the most commonly used job titles as reported by employers responding to our survey. At times, alternate job titles may appear to encompass other occupations; however, this is due to variation in job title usage by actual employers.
- **Number of Firms Responding**  
This indicates the total number of employers answering core or required questions of our survey. (Please refer to the sample CCOIS Questionnaires on pages 134-137.) For the 1998 survey year, required responses were on questions 2, 3, 4, 8, 10, 11, 12, 14, 17 and 18. For 1999 and 2000, required responses were on questions 2, 4, 6, 7, 8, 9, 11, 12, and 14. The number of employers contributing data elements for the benefits tables may be less than the total number of responding firms; the actual number of contributing firms is noted when different.

## USES FOR THIS REPORT (Continued)

## INTERPRETATION OF OCCUPATIONAL SUMMARIES

## INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

- **Special Surveys**  
An occupational survey is designated as “special” when the number of employers available to survey is considerably less than the normally acceptable minimum according to CCOIS guidelines. An occupation’s inclusion by this method is used when it exhibits strong career opportunity growth or merits observation for other compelling reasons. Such occupations are pre-cleared with LMID staff for suitability before surveying.

- **Wages and Benefits**

- *Hourly Wages*

Wage data enables comparison of salary ranges across occupations. Our data does not represent official prevailing wages. Rather, wages are reported as ranges based on information collected from local employers and labor unions. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

The minimum wage figures used for this report are \$5.75 per hour.

Wages in this report are paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Those three levels are:

- New Hires, No Experience: Wages paid to trained or untrained persons, but without prior paid experience in the occupation.
- New Hires, Experience: Wages paid to journey-level or experienced persons just starting at the firm.
- 3+ Years Experience w/Firm: Wages generally paid to persons with three years of journey-level experience at the firm.

Wage tables reflect both non-union and union employers unless union employment in an occupation (as determined by a percentage of firms responding to the survey) is greater than 20% and less than 80%; then separate non-union and union wage tables are used. Non-union wages are always listed first except when union employment in an occupation exceeds 50%. When the majority of employees in an occupation are union members, the union wages are given first.

- *Benefits*

Benefits data reflects employer responses to eight core employee offerings. These core responses are captured in a table with other benefits offered by employers summarized in narrative form beneath.

- *Union/Collective Bargaining*

Indicates by actual number of employers any employers who have unionized employees in the occupation (if any), and the percentage of the total number of employees in the occupation who are unionized (if any).

- *Employment Status and Average Weekly Hours*

Indicates by percentage the number of employees in the occupation as reported by responding employers who are full-time (both those under 35 hours per week and over 35 hours per week if applicable), part-time, temporary or on-call, and seasonal. Also reported is the weighted average number of hours worked by these employees in each category.

- **Employer Requirements**

This section outlines the minimum educational attainment, training, experience, licensing or certification, and skills required by employers for the occupation studied.

## INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

- *Education*  
Indicates by actual number of employers the minimum educational attainment required by responding employers for the occupation. While these minimal educational requirements are not always essential for the performance of job duties, a lack of education may create a barrier to employment.
- *Training*  
Indicates by actual number of employers the minimum levels of occupational-related training in months that are required by responding employers. In some cases employers will allow training to be substituted for previous work experience, and it has been noted accordingly.
- *Experience*  
Indicates by actual number of employers the minimum levels of direct occupational experience in months that are required by responding employers. In some cases employers will allow experience in related occupations to be substituted for previous direct occupational experience, and it has been noted according.
- *License/Certification*  
Indicates any licensing or certification requirements for employment in the occupation. Information regarding licensing and certification was obtained from EDD's Digest of Licensed Occupations, 1995 edition, and from the California License Handbook, 6<sup>th</sup> edition, August 1999.
- *Skills (Technical, Physical, Personal or Other, and Basic)*  
Lists specific skills and personal traits identified as being important to gain entry to the occupation. All skills listed for an occupation were supplied through employer responses, LMID's California Occupational Guides, occupational skills-based software such as O\*NET, and actual current local job listings from EDD's CalJOBS system.
- **Supply and Demand**  
This section outlines the degree of difficulty experienced by responding employers in finding qualified applicants and also includes top recruitment methods used and the annual employee turnover rate for the occupation.
  - *Degree of Difficulty in Finding Qualified Applicants*  
Responding employers rated the degree of difficulty they had in finding two types of applicants: (1) fully experienced and qualified applicants, and (2) inexperienced applicants who meet their hiring standards.  
  
The following terms describe the results for 1998 occupations:
    - Very Difficult: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
    - Somewhat Difficult: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
    - A Little Difficult: Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.
    - Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.  
The following terms describe the results for 1999 and 2000 occupations:
    - Very Difficult: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.



## INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

- **Moderately Difficult:** Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.
- **Not Difficult:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

- *Recruitment Methods*

Indicates by actual number of employers the primary methods used by employers responding to our survey to recruit applicants. The narrative includes the top three methods of recruitment by number of responding employers.

- *Annual Turnover*

Indicates the percentage of employee turnover in the occupation annually as reported by responding employers. The turnover is calculated based on the total number of vacancies employers reported filling due to employees being either promoted or leaving the firm in the last 12 months, divided by the sum of the total number of employees reported in the occupation less the number of new hires reported by employers in the last 12 months.

- **Size of Occupation**

This section outlines the size of the occupation using occupational projections provided by EDD, and the gender composition of the occupation based on responses from employers.

- *Size of Occupation*

Indicates by an estimated range the number of employees found in the occupation within Shasta County. Year 1998 occupations use projection tables for the period 1994 through 2001. Year 1999 occupations use projection tables for the period 1995 through 2002. Year 2000 occupations use projection tables for the period 1997 through 2004. Accordingly, the scale used to measure occupation size varies for the three survey years:

	Small	Medium	Large	Very Large
1998	less than 78	78-154	155-335	336 and over
1999	less than 77	77-153	154-332	333 and over
2000	less than 83	83-165	166-359	360 and over

- *Gender*

Indicates the percentage of male and female employees in the occupation based on the responses from employers to the survey.

- **Where The Jobs Are**

This section indicates the major employing industries based on EDD projections for Shasta County and data collected from responding employers that has been standardized using the Standard Industrial Classification Manual (aka the SIC Manual). Year 1998 occupations use SICs from projection tables for the period 1994 through 2001. Year 1999 occupations use SICs from projection tables for the period 1995 through 2002. Year 2000 occupations use SICs from projection tables for the period 1997 through 2004. The designation "NEC" indicates industries that are "Not Elsewhere Classified", providing a miscellaneous category.

- **Projections**

This section indicates the projected annual job growth rates, the actual number of new hires in the last year as reported by responding employers, the projected job openings through growth and separations, and the projected occupation growth reported by responding employers.

## INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

- *Annual Job Growth Rate*  
Indicates the expected growth rate factor for each occupation in Shasta County. The comparable change rate is calculated by dividing each occupation's seven-year period growth projection by Shasta County's overall period growth projection for that same period. (Year 1998 occupations use projection tables for the period 1994 through 2001. Year 1999 occupations use projection tables for the period 1995 through 2002. Year 2000 occupations use projection tables for the period 1997 through 2004.)

The following terms describe the annual job growth rate for each occupation as compared to all occupations in Shasta County as a whole:

- Much Faster than Average = 1.50 times or more
  - Faster than Average = 1.10 times to 1.49 times
  - Average = .90 times to 1.09 times
  - Slower than Average = .01 times to .89 times
  - Remain Stable = zero
  - Slow Decline = less than zero.
- *Number of New Hires in the Last Year*  
Indicates the number of vacancies in this occupation reported filled by responding employers over the last 12 months in four categories: promotions, employees leaving, new positions and temporary hires.
  - *Projected Job Openings*  
Indicates the projected job openings via growth and separations based on EDD projections for Shasta County. (Year 1998 occupations use projection tables for the period 1994 through 2001. Year 1999 occupations use projection tables for the period 1995 through 2002. Year 2000 occupations use projection tables for the period 1997 through 2004.
- Job Openings from Growth estimates the number of net gains from job growth. Net gain equals new jobs created minus jobs lost. Job Openings from Separations estimates the number of job openings expected to occur as a result of workers retiring or leaving the occupation.
- *Employer Projected Occupation Growth*  
Indicates by actual number of employers the projected changes in employment for the occupation (either decline, remain stable or grow) over the next 24 months based on information provided by employers responding to our survey.

- **Other Information**

- *Promotional Opportunities*  
Indicates by actual number of employers those employers responding to the survey who promote from this occupation to other positions in their firms. If promotions are possible, sample job titles based on employer responses are listed.

The Shasta County Occupational Outlook 2001 is the product of a combined effort between the Private Industry Council (PIC) and EDD's Labor Market Information Division (LMID). PIC and LMID each have specific roles to make this publication possible. Essentially LMID provides the technical support, while PIC gathers, analyzes, produces and disseminates the information to the community. This section describes how this project is created.

## PROGRAM METHODS

## **PROGRAM METHODS (Continued)**

### ***Occupation Selection***

PIC staff compiles a preliminary list of occupations based upon

- occupations having a substantial employment base in Shasta County,
- indicators that an occupation is in-demand by employers or job seekers,
- occupations clearly defined by the Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) classification systems,
- receiving input from local training providers, client case managers and private sector employers, and
- the anticipated needs of personnel responsible for welfare-to-work and school-to-career initiatives.

Annual community meetings are held with attendees representing community-based organizations, county and state government, and local businesses. The attendees review and discuss the preliminary list of occupations and participate in the final selection of the 20 occupations to be surveyed that year. The resulting list is sent to LMID for final approval, and then each occupation is defined using the appropriate OES title and code number or modified DOT code number (if applicable).

### ***Survey Sample Selection***

After the occupations are selected and defined, an initial employer sample is generated for each occupation. LMID staff, using detailed databases of employer information and occupational staffing patterns within industries, choose a representative sample of local employers for each of the occupations.

The initial employer sample is carefully reviewed by PIC survey staff. Employers who are no longer in business or do not employ the occupation under study are deleted from the initial sample and replaced by a more appropriate employer to obtain a final refined sample of 40 employers (or as many employers as can be found for each occupation if the total is less than 40). A minimum goal of 15 responding employers for each occupation is desired. However, if the sample is exhausted and fewer than 15 employers ultimately respond, a lesser number may be allowed.

### ***Questionnaire Development***

A standard, uniform questionnaire developed by LMID is used for all occupations. Sample questionnaires for each survey year reported in the Outlook 2001 are reproduced on pages 134-137.

### ***Survey Procedures***

PIC uses the following survey procedures to collect CCOIS data:

- Employers on the final sample are called to verify the company name, address, that the firm employs the occupation under study, and the name of the appropriate contact person. A description of the survey is given and participation encouraged. Some employers may choose to complete the survey over the phone at that time. Employers reporting they do not employ the occupation(s) for which they are selected are eliminated from survey consideration. Employers refusing to participate at that time are also noted.
- Cover letters and questionnaires are mailed or faxed to employers listed in the final sample. Employers not responding to the mailing are contacted by phone and/or fax and encouraged to mail back the questionnaires, to complete them by telephone or return them by fax.
- The returned questionnaires are reviewed by PIC survey staff and the LMID Site Analyst to monitor accuracy and completeness. Employers are contacted to clarify inconsistencies and to complete partial responses to meet our final response goals.
- If an insufficient number of responses are obtained from the final sample, additional employers with employment in the occupation are identified from other sources and contacted.

- In addition to local employers, PIC staff also solicits information from labor unions, training providers, and temporary agencies to obtain a complete overview of the occupations studied.

## PROGRAM METHODS (Continued)

### *Tabulation and Results*

PIC staff enters the individual survey responses into a database and blended tabulations are produced. The data is analyzed and reviewed by both PIC and LMID staff, and a narrative report is written by PIC staff.

The final product is the Shasta County Occupational Outlook 2001, which provides occupational summaries for each job title and a listing of available Shasta County training providers. Each occupational summary provides information on: wages, benefits, levels of education, training, work experience required by employers, important skills, a local labor supply and demand assessment, employment trends and additional information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

Projects like the Shasta County Occupational Outlook 2001 are a team effort in the most complete sense of the word, and I'd like to express my gratitude to the many individuals and organizations that helped bring this year's Outlook to fruition.

## ACKNOWLEDGEMENTS

Special thanks are extended to the

- employers of Shasta County for their time responding to the survey,
- educators, union representatives, professional associations, and other resource people contacted for their information and expertise, and
- community members who attended meetings and provided guidance and information in the selection of this year's survey occupations.

I am grateful for the continuing support and encouragement provided by the Shasta County Private Industry Council Board of Directors and by Private Industry Council Executive Director Don Peery.

There are nine individuals to whom the Occupational Outlook 2001 is deeply indebted for their continuing guidance, wisdom and support:

- EDD/LMID Research Analysts Brenda Veronie, Debra Sheldon, Eric Morikawa, Susan Connelly, and Joseph Perrin,
- EDD/LMID Area Analyst Kathy Porter,
- PIC Deputy Director Anna Brassart, and
- PIC Managers Dan Tallerino, and Jim Simpson.

I would like to recognize the efforts of our PIC Project Specialists:

- Elizabeth Gatewood, whose unflagging dedication to excellence in data collection and tabulation is responsible for the quality of this book,
- Nicole Chelonis, who injected enthusiasm, fresh ideas and limitless effort into improving this edition of the Outlook, and
- Pat Valine, our graphics specialist, for her production design expertise and the conversion of this information into an internet-friendly format.

Finally, I express my tremendous appreciation to Kelly White and the production team at House of Steno for their continued printing excellence.

Together, all the above people and groups combined forces to help create the best source of local labor data possible. Understandably, such a flood of input necessitated choices for which I alone was responsible. Thus, any errors, omissions and shortcomings within this work remain my own.

Matthew McCallum  
December 15, 2000

# Amusement and Recreation Attendants

Alternative Titles: Activities Assistants, Casino Workers, Counter Cashiers, Front Desk Attendants, Instructors, Pro-Shop Starters, Pro Assistants, Tour Guides

OES Code: 680140

16 Firms Responding Representing 175 Employees

## Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75 - \$6.57	\$5.75
New Hires, Experience	\$5.75 - \$8.00	\$5.88
3+ Years Experience w/Firm	\$5.75 - \$9.00	\$7.00

### Benefits

(Note: 15 employers responded to this survey question.)

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	20 %	13 %	0 %	40 %
Dental	7 %	7 %	7 %	53 %
Vision	0 %	7 %	0 %	67 %
Life Insurance	0 %	0 %	7 %	67 %
Sick Leave	20 %	0 %	0 %	53 %
Vacation	33 %	0 %	0 %	40 %
Retirement Plan	7 %	0 %	0 %	67 %
Child Care	7 %	0 %	0 %	67 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	7 %	0 %	53 %
Dental	0 %	7 %	0 %	67 %
Vision	0 %	0 %	0 %	73 %
Life Insurance	0 %	0 %	0 %	73 %
Sick Leave	0 %	0 %	0 %	73 %
Vacation	7 %	0 %	0 %	67 %
Retirement Plan	0 %	7 %	0 %	67 %
Child Care	7 %	0 %	0 %	67 %

Other employee benefits that may be offered include: commissions, tips and salary bonuses; discounts on facility memberships; and free use of the facility and/or equipment.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	30
Full-Time (35 hrs. or more)	15%	40
Part-Time	66%	25
Temporary/On-Call	1%	17
Seasonal	17%	30

## Employer Requirements

### Education

12 out of 16 responding employers require a high school diploma or equivalent. 4 out of 16 responding employers accept less than a high school education (mainly students working part-time while still attending school).

### Training

13 out of 16 responding employers do not require employees to have any training prior to employment. However, 2 out of 16 responding employers require and 1 out of 16 responding employers prefer that employees have an average of 8 months training (essentially basic knowledge of specific sports depending on the nature of the business). 5 out of 7 responding employers will allow an average of 5 months training to be substituted for previous work experience.

### Experience

0 out of 16 responding employers require and 7 out of 16 responding employers prefer an average of 12 months experience in this occupation. 4 out of 6 responding employers will allow an average of 5 months experience in related fields (sales, cashier, customer service) to be substituted for previous experience.

### License/Certification

None. That said, depending on the nature of the business, employers may request their employees be certified in CPR, First Aid and/or Lifesaving, or that employees hold a pro certification in the activity.

### Technical Skills

- Creativity and resourcefulness
- Ability to plan individual activities
- Ability to motivate others

- Ability to work with children and adults
- Cash handling and ability to use a cash register

#### **Physical Skills**

- Good health and physical stamina
- Ability to stand continuously for 2 or more hours

#### **Personal or Other Skills**

- Ability to work independently
- Organizational and planning abilities
- Customer service

#### **Basic Skills**

- Ability to read and follow directions
- Ability to write legibly
- Good oral communication
- Basic math

Employees may also work with neighborhood groups, conduct activities and teach classes, including activities for the aging and/or disabled.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Not Applicable
- Inexperienced Applicants: Moderately Difficult (2.6 on a scale of 4).

#### **Recruitment Methods**

13 out of 15 employers responding to this question hire new employees based on referrals from current employees. 8 out of 15 employers responding to this question hire based on the response to newspaper advertisements and by accepting walk-in applicants.

#### **Annual Turnover**

Employers responding to the survey report a 9.8% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 215-282 employees (large)

#### **Gender**

- 42% Male, 58% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Amusement and recreation facilities, and
- Membership sports and recreation clubs.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.37 times the average (faster than average)

#### **Number of New Hires in the Last Year: 53**

- Promotions: 2
- Employees Leaving: 15
- New Positions: 2
- Temporary: 34

#### **Projected Job Openings (Through 2002)**

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 70 positions

#### **Employer Projected Occupation Growth**

14 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

9 out of 16 employers promote from this occupation to other positions, such as:

- Assistant to Manager,
- Assistant Manager,
- Manager,
- Supervisor, and
- Positions in Administration.

# Assemblers and Fabricators – Except Machine, Electrical, and Precision

Alternative Titles: Assembly Workers, Bundlers, Cabinet Makers, Door Assemblers, Finishers, Metal Fabricators, Production Associates, Production Workers, Set-Up Laborers, Shop Technicians, Truss Fabricators

OES Code: 939560

16 Firms Responding Representing 254 Employees

## Description

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyer line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 7.28	\$6.50
New Hires, Experience	\$6.00-\$ 9.00	\$7.14
3+ Years Experience w/Firm	\$7.00-\$12.00	\$8.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	19 %	0 %	13 %
Dental	19 %	19 %	0 %	63 %
Vision	19 %	6 %	0 %	75 %
Life Insurance	31 %	6 %	6 %	56 %
Sick Leave	56 %	6 %	0 %	38 %
Vacation	88 %	13 %	0 %	0 %
Retirement Plan	25 %	44 %	0 %	31 %
Child Care	0 %	0 %	0 %	100 %
Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	19 %
Dental	0 %	0 %	0 %	19 %
Vision	0 %	0 %	0 %	19 %
Life Insurance	0 %	0 %	0 %	19 %
Sick Leave	6 %	0 %	0 %	13 %
Vacation	6 %	0 %	0 %	13 %
Retirement Plan	0 %	0 %	0 %	19 %
Child Care	0 %	0 %	0 %	19 %

Other employee benefits that may be offered include: 401(k) retirement plans; IRA plans; profit sharing; paid holidays; 7 personal days off.

## Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	94%	41
Part-Time	3%	21
Temporary/On-Call	0%	0
Seasonal	3%	40

## Employer Requirements

### Education

9 out of 16 responding employers require a high school diploma or equivalent. 7 out of 16 responding employers accept less than a high school education.

### Training

11 out of 16 responding employers do not require employees to have any training prior to employment. However, 3 out of 16 responding employers require and 2 out of 16 responding employers prefer that employees have an average of 6 months training. 4 out of 7 responding employers will allow an average of 5 months training to be substituted for previous work experience.

### Experience

1 out of 16 responding employers require and 6 out of 16 responding employers prefer an average of 12 months experience in this occupation. 3 out of 7 responding employers will allow an average of 10 months experience in related fields (molding, carpentry, industrial sewing) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Use and knowledge of hand and power tools
- Ability to use forklift or other job equipment
- Safety knowledge of the job

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### Physical Skills

- Ability to lift at least 50 pounds repeatedly
- Ability to stand, stoop, lift and walk
- Good hand and eye coordination
- Ability to work rapidly

### Personal or Other Skills

- Willingness to work with others
- Ability to work independently
- Mechanical aptitude

### Basic Skills

- Able to read and follow instructions and directions
- Able to write legibly
- Basic math

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.0 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.8 on a scale of 4).

### Recruitment Methods

13 out of 16 employers responding to this question hire new employees based on referrals from current employees and by accepting walk-in applicants. 8 out of 16 employers responding to this question staff through job orders placed with the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 23.0% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 210-350 employees (large).

### Gender

- 69% Male, 31% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Partitions and fixtures,
- Sawmills and planing mills,
- Miscellaneous nonmetallic mineral products,
- Millwork, plywood and structural members,
- Medical instruments and supplies,

- Motor vehicles, parts and supplies,
- Machinery, equipment and supplies,
- Motor vehicles and equipment, and
- Lumber and other building materials.

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## Projections

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### Annual Job Growth Rate

- 4.19 times the average (much faster than average).

### Number of New Hires in the Last Year: 89

- Promotions: 21
- Employees Leaving: 31
- New Positions: 28
- Temporary: 9

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 140 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

10 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 16 employers project their employment in this occupation will grow over the next 24 months. 1 out of 16 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

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### Promotional Opportunities

13 out of 16 employers promote from this occupation to other positions, such as:

- Lead Worker,
- Foreperson,
- Supervisor,
- Production Manager, and
- Department Manager.



# Assemblers - Electrical and Electronic Equipment (Precision)

Alternative Titles: Electro-Mechanical Assemblers, Mechanical/Wire Harness Assemblers, Electrical Technicians

OES Code: 931140

6 Firms Responding Representing 21 Employees

## Description

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies or electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar and telemetering systems or appliances. This description includes workers who primarily assemble electrical systems for machinery.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 8.00	\$ 6.50
New Hires, Experience	\$6.50-\$11.00	\$ 8.00
3+ Years Experience w/Firm	\$9.00-\$15.00	\$12.50

### Benefits

	Full-Time	Part-Time
Medical Insurance	83%	0%
Dental Insurance	50%	0%
Vision Insurance	0%	0%
Life Insurance	50%	0%
Paid Sick Leave	83%	0%
Paid Vacation	100%	0%
Retirement Plan	33%	0%
Child Care	0%	0%

### Union/Collective Bargaining

None. 6 out of 6 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	90%	40
Part-Time	0%	0
Temporary/On-Call	10%	32
Seasonal	0%	0

## Employer Requirements

### Education

4 out of 6 responding employers report recent hires have a high school diploma or equivalent. 2 out of 6

responding employers report their hires have some college but no degree.

### Training

1 out of 6 responding employers requires 12 months of training (or certification) in an apprenticeship or community college program prior to employment.

### Experience

5 out of 6 responding employers either usually (3 out of 6) or always (2 out of 6) require work-related experience ranging between 9-60 months in electrical assembly, soldering or schematics. 6 out of 6 responding employers will either sometimes (4 out of 6), usually (1 out of 6) or always (1 out of 6) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Understanding of electrical circuitry
- Knowledge of electronic circuitry
- Ability to read blueprints
- Ability to read schematics
- Ability to use hand tools
- Electronic component and product assembly
- Ability to perform advanced mathematical computations

### Physical Skills

- Good vision
- Possession of good color perception
- Ability to work rapidly
- Ability to perform precision work
- Ability to lift at least 50 pounds repeatedly

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that PLC programming, surface-mount components, static and

increased computer skills would be needed in this occupation.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (2.50 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.17 on a scale of 4)

### Recruitment Methods

3 out of 6 employers responding to this question hire new employees based on referrals from current employees, job orders placed at private employment agencies, the response to newspaper advertisements, accepting unsolicited applications, and job orders placed with Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 36.8% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 270-270 employees (large).

### Gender

- 67% Male, 33% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Woodworking machinery, instruments for measuring and testing electricity and electrical signals,
- Surgical/medical instruments and apparatus, and
- Electronic parts and equipment (NEC).

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## Projections

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### Annual Job Growth Rate

- Not Available

### Number of New Hires in the Last Year: 11

- Promotions: 1
- Employees Leaving: 6
- New Positions: 2
- Temporary: 2

### Projected Job Openings (Through 2001)

- Job Openings from Growth: Not Available
- Job Openings from Separations: Not Available

### Employer Projected Occupation Growth

4 out of 6 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 2 out of 6 employers project their employment in this occupation will grow over the next 36 months.

---

## Other Information

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### Promotional Opportunities

5 out of 6 employers promote from this occupation to other positions, such as:

- Lead Assembler/Trainer,
- Floor Manager, and
- Customer Support.

# Automotive Body and Related Repairers

Alternative Titles: Body and Paint Mechanics, Body and Paint Technicians, Auto Body Technicians

OES Code: 853050

15 Firms Responding Representing 90 Employees

## Description

Automotive Body and Related Repairers repair, repaint and refinish automotive vehicle bodies, straighten vehicle frames and replace damaged vehicle glass.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75 - \$ 8.00	\$ 6.00
New Hires, Experience	\$5.75 - \$12.50	\$ 9.59
3+ Years Experience w/Firm	\$8.00 - \$19.50	\$15.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	7 %	0 %	60 %
Dental	13 %	7 %	0 %	80 %
Vision	0 %	7 %	0 %	93 %
Life Insurance	20 %	0 %	0 %	80 %
Sick Leave	7 %	0 %	0 %	93 %
Vacation	53 %	7 %	0 %	40 %
Retirement Plan	7 %	7 %	0 %	87 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	7 %	13 %
Dental	0 %	0 %	7 %	13 %
Vision	0 %	0 %	7 %	13 %
Life Insurance	0 %	0 %	7 %	13 %
Sick Leave	0 %	0 %	0 %	20 %
Vacation	7 %	7 %	0 %	7 %
Retirement Plan	0 %	0 %	0 %	20 %
Child Care	0 %	0 %	0 %	20 %

Other employee benefits that may be offered include: performance bonuses. Experienced employees may receive commissions or a bonus based on a percentage of the job order.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	94%	40
Part-Time	4%	26
Temporary/On-Call	1%	32
Seasonal	0%	0

## Employer Requirements

### Education

7 out of 15 responding employers require a high school diploma or equivalent. 7 out of 15 responding employers accept less than a high school education. 1 out of 15 responding employers requires a two-year associate degree.

### Training

9 out of 15 responding employers either require (5 out of 15) or prefer (4 out of 15) employees have an average of 18 months training. 5 out of 14 responding employers allow an average of 10 months training to be substituted for previous work experience.

Training programs are offered through community colleges, regional occupational programs and trade schools. Employers may require training in general shop, metal work, and metal forming and auto body repair. Many employees pick up skills informally through on-the-job experience. Employers may require employees have their own hand tools.

### Experience

14 out of 15 responding employers either require (2 out of 15) or prefer (12 out of 15) an average of 29 months experience in this occupation. 7 out of 14 responding employers will allow an average of 28 months experience in related fields (repair work) to be substituted for previous experience.

### License/Certification

None. However, knowledge or certification in welding and the use of a cutting torch is a major plus in this occupation.

### Technical Skills

- Ability to determine the appropriate repair methods
- Knowledge of vehicle construction
- Knowledge of repair techniques for all vehicles
- Understand metric measurements
- Knowledge of air/power tools
- Knowledge of proper repair compounds
- Ability to work with metal and paints
- Customized painting

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### Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand and walk

### Personal or Other Skills

- Ability to work independently
- Ability to work with close supervision
- Awareness of safety procedures
- Ability to work under pressure
- Ability to perform precision work

### Basic Skills

- Ability to think logically with common sense
- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math
- Customer service

Employers expect employees to keep current on new industry products such as paints, primers, filler compounds, fiberglass, plastics and solders.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.83 on a scale of 4)

### Recruitment Methods

10 out of 15 employers responding to this question hire new employees based on referrals from current employees and response to newspaper advertisements. 9 out of 15 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 13.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 90-110 employees (medium)

### Gender

- 92% Male, 8% Female

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## Where The Jobs Are

### The major employing industries include:

- Top and body repair and paint shops,
- New and used car dealers, and
- General automotive repair shops.

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## Projections

### Annual Job Growth Rate

- 1.08 times the average (average)

### Number of New Hires in the Last Year: 15

- Promotions: 1
- Employees Leaving: 11
- New Positions: 2
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

10 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

6 out of 15 employers promote from this occupation to other positions, such as:

- Lead Painter,
- Auto Body Repair Technician,
- Journey-Level Painter, and
- Estimator.

# Automotive Mechanics

Alternative Titles: Alignment Specialists, Automotive Technicians, Brake Specialists, Installers, Parts Mechanics, Re-Builders, Remove and Replace Installers, Technicians

OES Code: 853020

15 Firms Responding Representing 138 Employees

## Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front End Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 8.75	\$ 8.00
New Hires, Experience	\$6.50-\$20.00	\$11.99
3+ Years Experience w/Firm	\$7.75-\$20.00	\$15.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	60 %	27 %	0 %	13 %
Dental	40 %	20 %	0 %	40 %
Vision	20 %	7 %	0 %	73 %
Life Insurance	27 %	20 %	7 %	47 %
Sick Leave	53 %	0 %	0 %	47 %
Vacation	87 %	0 %	0 %	13 %
Retirement Plan	47 %	20 %	13 %	20 %
Child Care	0 %	0 %	7 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	7 %	0 %	13 %
Dental	0 %	7 %	0 %	13 %
Vision	0 %	7 %	0 %	13 %
Life Insurance	0 %	7 %	0 %	13 %
Sick Leave	7 %	0 %	0 %	13 %
Vacation	13 %	0 %	0 %	7 %
Retirement Plan	7 %	7 %	0 %	7 %
Child Care	0 %	0 %	0 %	20 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes, 1 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 1% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	93%	40
Part-Time	7%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

9 out of 15 responding employers require a high school diploma or equivalent, although 5 out of 15 responding employers will accept less than a high school education. 1 out of 15 responding employers requires an associate degree.

### Training

7 out of 15 responding employers require and 4 out of 15 responding employers prefer that employees have an average of 15 months training prior to employment. 6 out of 14 responding employers will allow an average of 13 months training to be substituted for previous work experience.

### Experience

12 out of 15 responding employers require and 2 out of 15 responding employers prefer an average of 22 months experience in this occupation. 1 out of 13 responding employers allows an average of 6 months experience in related fields (auto lube, repair person) to be substituted for previous experience.

### License/Certification

Employees in this occupation who inspect, test and repair vehicle emissions control systems in accordance with the Smog Check program are required to have an Inspection/Maintenance Qualified Smog Check Technician License from the Bureau of Automotive Repair (State of California Department of Consumers Affairs). To obtain this license, applicants must pass an examination, complete required training and/or have qualifying experience, have ASE certification and update their training as required.

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### Technical Skills

- Knowledge of repairs for all vehicles
- Ability to use Auto Diagnostic Computerized System
- Able to determine the appropriate repair methods
- Knowledge and ability to use hand and power tools

### Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand, and walk during shift hours

### Personal or Other Skills

- Able to work independently
- Able to work with close supervision
- Ability to work under pressure
- Able to perform precision work
- Knowledge of safety procedures
- Customer service

### Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.92 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

14 out of 15 employers responding to this question hire new employees based on referrals from current employees. 11 out of 15 employers responding to this question staff by accepting walk-in applicants. 6 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 27.9% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 460-520 employees (very large).

### Gender

- 100% Male, 0% Female.

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## Where The Jobs Are

### The major employing industries include:

- Automotive repair shops,
- New and used car dealers, and
- Automotive and home supply stores.

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## Projections

### Annual Job Growth Rate

- 0.82 times the average (slower than average).

### Number of New Hires in the Last Year: 45

- Promotions: 2
- Employees Leaving: 34
- New Positions: 9
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 80 positions

### Employer Projected Occupation Growth

12 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 15 employers project their employment will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- Advanced Technician,
- Assistant Service Manager, and
- Service Advisor.

# Bartenders

Alternative Titles: Mixologists

OES Code: 650050

16 Firms Responding Representing 66 Employees

## Description

Bartenders mix and serve alcoholic and non-alcoholic drinks to patrons of bars following standard recipes.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75 - \$6.00	\$5.75
New Hires, Experience	\$5.75 - \$6.50	\$5.75
3+ Years Experience w/Firm	\$5.75 - \$7.00	\$6.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	19 %	6 %	31 %
Dental	13 %	19 %	6 %	31 %
Vision	0 %	6 %	6 %	56 %
Life Insurance	6 %	6 %	0 %	56 %
Sick Leave	13 %	6 %	0 %	50 %
Vacation	25 %	6 %	0 %	38 %
Retirement Plan	6 %	6 %	6 %	50 %
Child Care	0 %	0 %	0 %	69 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	81 %
Dental	0 %	0 %	0 %	81 %
Vision	0 %	0 %	0 %	81 %
Life Insurance	0 %	0 %	0 %	81 %
Sick Leave	0 %	0 %	0 %	81 %
Vacation	0 %	0 %	0 %	81 %
Retirement Plan	0 %	0 %	0 %	81 %
Child Care	0 %	0 %	0 %	81 %

Other employee benefits that may be offered include: earning tips and incentive bonuses; and the option to work additional hours.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	3%	30
Full-Time (35 hrs. or more)	26%	38
Part-Time	64%	21
Temporary/On-Call	5%	8
Seasonal	3%	34

## Employer Requirements

### Education

10 out of 16 responding employers require a high school diploma or equivalent. 6 out of 16 responding employers accept less than a high school education.

### Training

14 out of 16 responding employers do not require employees to have any training prior to employment. However, 2 out of 16 responding employers either require (1 out of 16) or prefer (1 out of 16) that employees have an average of 2 months training. 6 out of 13 responding employers allow an average of 2 months training to be substituted for previous work experience.

### Experience

13 out of 16 responding employers either require (1 out of 16) or prefer (12 out of 16) an average of 15 months experience in this occupation. 6 out of 13 responding employers will allow an average of 13 months experience in related fields (food service, cocktail service) to be substituted for previous experience.

### License/Certification

None. However, employees must be of legal drinking age (21 years old) and employers will require proof of age.

### Technical Skills

- Ability to follow purchasing procedures
- Cash handling and ability to use cash register
- Inventory control techniques
- Knowledge of drink recipes

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly

### Personal or Other Skills

- Good memory skills
- Ability to deal effectively with difficult people
- Ability to work independently
- Ability to work under pressure
- Good people skills
- Listening skills

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### Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Oral communication
- Basic math

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.79 on a scale of 4)

#### Recruitment Methods

13 out of 15 employers responding to this question hire new employees based on referrals from current employees. 12 out of 15 employers responding to this question hire by accepting walk-in applicants. 6 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

#### Annual Turnover

Employers responding to the survey report a 36.4% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 200-210 employees (large)

#### Gender

- 42% Male, 58% Female

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### Where The Jobs Are

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#### The major employing industries include:

- Drinking places,
- Eating places,
- Civic and social associations, and
- Hotels and motels.

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### Projections

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#### Annual Job Growth Rate

- 0.24 times the average (slower than average)

#### Number of New Hires in the Last Year: 24

- Promotions: 5
- Employees Leaving: 19
- New Positions: 0
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

13 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

8 out of 16 employers promote from this occupation to other positions, such as:

- Head Bartender, and
- Bar Manager.



# Bill and Account Collectors

Alternative Titles: Credit/Collections Clerks, Billing Clerks, Account Representative, Collector and Collection Agents, Patient Account Representatives, Accounts Receivable Clerks

OES Code: 535080

15 Firms Responding Representing 60 Employees

## Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. This description does not include collectors of money from coin boxes.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00 - \$ 9.59	\$7.27
New Hires, Experience	\$7.00 - \$ 9.59	\$8.00
3+ Years Experience w/Firm	\$7.96 - \$12.50	\$9.78

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	60 %	27 %	7 %	7 %
Dental	33 %	13 %	0 %	53 %
Vision	27 %	7 %	7 %	60 %
Life Insurance	53 %	7 %	0 %	40 %
Sick Leave	87 %	0 %	0 %	13 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	40 %	27 %	27 %	7 %
Child Care	0 %	0 %	7 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	27 %
Dental	0 %	0 %	0 %	27 %
Vision	0 %	0 %	0 %	27 %
Life Insurance	0 %	0 %	0 %	27 %
Sick Leave	13 %	0 %	0 %	13 %
Vacation	13 %	0 %	0 %	13 %
Retirement Plan	7 %	0 %	0 %	20 %
Child Care	0 %	0 %	0 %	27 %

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; paid holidays; and performance related bonuses.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	65%	40
Part-Time	35%	16
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

14 out of 15 responding employers require at least a high school diploma or equivalent. 2 out of 15 responding employers require a two-year associate degree. 1 out of 15 responding employers accepts less than a high school education.

### Training

13 out of 15 responding employers do not require employees to have any training prior to employment. However, 2 out of 15 responding employers prefer employees have an average of 8 months training. 4 out of 11 responding employers allow an average of 8 months training to be substituted for previous work experience.

### Experience

11 out of 15 responding employers either require (2 out of 15) or prefer (9 out of 15) an average of 20 months experience in this occupation. 7 out of 11 responding employers will allow an average of 16 months experience in related fields (medical billing, accounting) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to use a computer or accounting system
- Ability to write effectively
- Ability to communicate with difficult people
- Telephone etiquette
- Maintain detailed records
- Knowledge of collection laws

### Physical Skills

- Ability to sit for prolonged periods

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## Personal or Other Skills

- Ability to work independently
- Ability to work flexible hours
- Ability to handle crisis situations
- Ability to work under pressure
- Ability to pay attention to detail

## Basic Skills

- Ability to write legibly
- Oral communication
- Basic math

Employers prefer some knowledge of accounting, computers, word processing and math. Employees must be able to speak and write well. They also need to be persistent, patient, be able to maintain detailed records and have good negotiation skills to handle stressful situations since they may deal with angry clients.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.25 on a scale of 4)

### Recruitment Methods

9 out of 14 employers responding to this question hire new employees based on the response to newspaper advertisements. 7 out of 14 employers responding to this question hire by accepting walk-in applicants and through job orders placed with private employment agencies.

### Annual Turnover

Employers responding to the survey report a 15.8% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 50-70 employees (small)

### Gender

- 10% Male, 90% Female

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## Where The Jobs Are

### The major employing industries include:

- Adjustment and collection services,
- Home health care services, and
- Help supply services (employment agencies).

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## Projections

### Annual Job Growth Rate

- 1.94 times the average (much faster than average)

### Number of New Hires in the Last Year: 13

- Promotions: 2
- Employees Leaving: 7
- New Positions: 3
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 0 positions

### Employer Projected Occupation Growth

11 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- AP Clerk,
- Administration Liaison,
- Collection Supervisor,
- Regional Staff,
- Office Manager, and
- General Manager.

# Billing, Cost and Rate Clerks

Alternative Titles: Insurance Billing Clerks, Sales Support Staff, Medical Billing Specialists

OES Code: 553440

19 Firms Responding Representing 60 Employees

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## Description

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Billing, Cost and Rate Clerks compile data, compute fees and charges and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating and bookkeeping machines. This description does not include workers whose primary duty is operation of special office machines such as billing, posting and calculating machines, nor does it include workers who calculate charges for passenger transportation.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 8.50	\$ 7.13
New Hires, Experience	\$7.33-\$11.20	\$ 8.50
3+ Years Experience w/Firm	\$7.65-\$15.14	\$11.00

### Benefits

	Full-Time	Part-Time
Medical Insurance	100%	16%
Dental Insurance	53%	16%
Vision Insurance	32%	5%
Life Insurance	58%	5%
Paid Sick Leave	84%	21%
Paid Vacation	89%	21%
Retirement Plan	84%	11%
Child Care	0%	0%

Other employee benefits that may be offered include: profit sharing; paid holidays; and cafeteria benefit plans. Employers may make certain benefits available for full-time workers to purchase, and may have a minimum-hours-worked requirement for part-time workers for certain benefits.

### Union/Collective Bargaining

None. 19 out of 19 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	88%	40
Part-Time	10%	24
Temporary/On-Call	0%	0
Seasonal	2%	40

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## Employer Requirements

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### Education

19 out of 19 responding employers report recent hires have at least a high school diploma or equivalent. 10 out of 19 responding employers report recent hires have some college but no degree. 1 out of 19 responding employers report recent hires have a two-year associate degree.

### Training

8 out of 19 responding employers require a range of 6-24 months of training (or certification) in medical or insurance billing, medical terminology, collections or accounting prior to employment.

### Experience

18 out of 19 responding employers either sometimes (1 out of 19), usually (10 out of 19) or always (7 out of 19) require work-related experience ranging between 1-24 months in medical or insurance billing, coding, customer service or administrative functions. 17 out of 19 responding employers will sometimes allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Data entry
- Record keeping
- Alphabetic and numeric filing
- Bookkeeping
- Ability to operate 10-key by touch
- Statistical typing
- Ability to follow billing procedures
- Telephone answering
- Ability to write effectively
- Ability to type at least 45 wpm

### Physical Skills

- Ability to sit continuously for 2 or more hours

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### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing, database management, medical billing, Medical Manager, basic computer/keyboarding and spreadsheets. Over the next three years, employers noted that Medicare knowledge, electronic billing and coding and updated computer skills will be needed in this occupation. Obsolete skill noted was the use of paper billing systems.

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (2.95 on a scale of 4)
- Inexperienced Applicants: Somewhat Difficult (2.50 on a scale of 4)

#### Recruitment Methods

14 out of 19 employers responding to this question hire new employees based on referrals from current employees. 12 out of 19 employers responding to this question hire via in-house promotions and transfers and by the response to newspaper advertisements.

#### Annual Turnover

Employers responding to the survey report a 16.1% annual turnover rate.

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### Size of Occupation

#### Size of Occupation

- 190-200 employees (large).

#### Gender

- 3% Male, 97% Female.

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### Where The Jobs Are

#### The major employing industries include:

- Offices and clinics of doctors of medicine,
- General medical and surgical hospitals,
- Accounting, auditing and bookkeeping services, and
- Medical laboratories.

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### Projections

#### Annual Job Growth Rate

- 0.40 times the average (slower than average)

#### Number of New Hires in the Last Year: 14

- Promotions: 0
- Employees Leaving: 9
- New Positions: 4
- Temporary: 1

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 40 positions

#### Employer Projected Occupation Growth

13 out of 19 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 6 out of 19 employers project their employment in this occupation will grow over the next 36 months.

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### Other Information

#### Promotional Opportunities

7 out of 19 employers promote from this occupation to other positions, such as:

- Supervisor,
- Assistant Manager, and
- Manager.

# Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

Alternative Titles: Accounting Specialists, Senior Clerks

OES Code: 553380

15 Firms Responding Representing 52 Employees

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## Description

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Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$10.36	\$ 8.47
New Hires, Experience	\$7.00-\$12.00	\$ 9.00
3+ Years Experience w/Firm	\$8.39-\$14.96	\$12.00

### Benefits

	Full-Time	Part-Time
Medical Insurance	93%	27%
Dental Insurance	60%	7%
Vision Insurance	47%	0%
Life Insurance	67%	13%
Paid Sick Leave	60%	27%
Paid Vacation	80%	27%
Retirement Plan	80%	20%
Child Care	20%	7%

Other employee benefits that may be offered include: cafeteria benefit plans; and disability insurance. Benefits may be pro-rated for part-time workers.

### Union/Collective Bargaining

Yes, 1 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 23% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	81%	40
Part-Time	19%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

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## Employer Requirements

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### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 11 out of 15 responding employers report recent hires have some college but no degree. 1 out of 15 responding employers report recent hires have a two-year associate degree.

### Training

2 out of 15 responding employers require a range of 12-24 months of training (or certification) in college level business/accounting instruction or clerical coursework prior to employment.

### Experience

15 out of 15 responding employers either sometimes (3 out of 15), usually (3 out of 15) or always (9 out of 15) require work-related experience ranging between 12-36 months in bookkeeping, accounting, and billing or computer skills. 12 out of 15 responding employers will either sometimes (11 out of 15) or usually (1 out of 15) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Accounting
- Ability to conduct an audit
- Bookkeeping
- Ability to operate 10-key by touch
- Payroll processing
- Bondable
- Ability to use spreadsheet software
- Ability to use word processing software
- Ability to use database software
- Telephone answering

- Ability to write effectively

#### **Personal or Other Skills**

- Willingness to work with close supervision
- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to pay attention to detail
- Public contact

#### **Basic Skills**

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees skilled in spreadsheets, word processing, database management, accounting software, 10-key usage and desktop publishing. Over the next three years, employers noted that increased computer skills and accounting program usage would be needed in this occupation. Obsolete skills noted were manual posting, shorthand and knowledge of DOS-based programs.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants:**

- Experienced Applicants: Somewhat Difficult (2.53 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.00 on a scale of 4)

#### **Recruitment Methods**

13 out of 15 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 15 employers responding to this question hire based on referrals from current employees and via in-house promotions and transfers.

#### **Annual Turnover**

Employers responding to the survey report a 13.5% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 1080-1090 employees (very large).

#### **Gender**

- 0% Male, 100% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Local government,
- Accounting, auditing and bookkeeping services,
- Elementary and secondary schools, and
- Grocery stores.

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.10 times the average (slower than average)

#### **Number of New Hires in the Last Year: 7**

- Promotions: 3
- Employees Leaving: 4
- New Positions: 0
- Temporary: 0

#### **Projected Job Openings (Through 2001)**

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 120 positions

#### **Employer Projected Occupation Growth**

14 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 1 out of 15 employers project their employment in this occupation will grow over the next 36 months.

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### **Other Information**

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#### **Promotional Opportunities**

10 out of 15 employers promote from this occupation to other positions, such as:

- Senior Accounting Specialist,
- Office/Store Manager, and
- Accountant (when credential/schooling is obtained).

# Bus Drivers - School

Alternative Titles: Motor Pool Drivers, School Bus Drivers

OES Code: 971110

17 Firms Responding Representing 125 Employees

## Description

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$8.91-\$10.88	\$ 9.43
New Hires, Experience	\$9.21-\$11.37	\$10.31
3+ Years Experience w/Firm	\$9.21-\$13.70	\$11.84

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$ 9.73-\$ 9.73	\$ 9.73
New Hires, Experience	\$10.22-\$10.89	\$10.59
3+ Years Experience w/Firm	\$10.69-\$13.02	\$12.39

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	12 %	0 %	0 %
Dental	59 %	6 %	0 %	0 %
Vision	59 %	6 %	0 %	0 %
Life Insurance	35 %	6 %	6 %	18 %
Sick Leave	59 %	6 %	0 %	0 %
Vacation	53 %	6 %	0 %	6 %
Retirement Plan	12 %	53 %	0 %	0 %
Child Care	0 %	0 %	0 %	65 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	41 %	41 %	0 %	6 %
Dental	41 %	41 %	0 %	6 %
Vision	41 %	41 %	0 %	6 %
Life Insurance	35 %	18 %	6 %	29 %
Sick Leave	59 %	6 %	0 %	24 %
Vacation	41 %	0 %	0 %	47 %
Retirement Plan	18 %	41 %	6 %	24 %
Child Care	0 %	0 %	0 %	88 %

Other employee benefits that may be offered include: income protection plan; PERS retirement plan.

### Union/Collective Bargaining

Yes, 13 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 76% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	55 %	39
Part-Time	30 %	24
Temporary/On-Call	6 %	14
Seasonal	10 %	24

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent, although 1 out of 17 responding employers will accept less than a high school education.

### Training

13 out of 17 responding employers require employees have an average of 2 months training prior to employment. 3 out of 12 responding employers will allow an average of 8 months training to be substituted for previous work experience.

### Experience

6 out of 17 responding employers require and 6 out of 17 responding employers prefer an average of 8 months experience in this occupation. 2 out of 12 responding employers will allow an average of 12 months experience in related fields (truck or delivery driver, other bus driving) to be substituted for previous experience.

### License/Certification

Employees are required to obtain a commercial driving license from the Department of Motor Vehicles. The process involves a medical exam and tests of vision, knowledge of the law and driving performance. Employees are also encouraged to have first aid certification.

### Technical Skills

- First aid certification
- Knowledge of minor equipment repair

### Physical Skills

- Able to drive a bus and manage manual shifting

### Personal or Other Skills

- Good communicating skills
- Ability to manage large groups of children

- Ability to work under pressure
- Ability to handle emergency situations
- Knowledge of safety procedures

#### **Basic Skills**

- Ability to listen
- Good visual senses
- Ability to read and follow directions
- Ability to write legibly
- Ability to think and react logically

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.30 on a scale of 4).

#### **Recruitment Methods**

14 out of 17 employers responding to this question hire new employees based on response to newspaper advertisements. 11 out of 17 employers responding to this question hire based on referrals from current employees. 9 out of 17 employers responding to this question hire through in-house promotions and transfers.

#### **Annual Turnover**

Employers responding to the survey report a 10.6% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 260-270 employees (large).

#### **Gender**

- 40% Male, 60% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Elementary and secondary schools.

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.24 times the average (slower than average).

#### **Number of New Hires in the Last Year:** 16

- Promotions: 4
- Employees Leaving: 9
- New Positions: 2
- Temporary: 1

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 30 positions

#### **Employer Projected Occupation Growth**

15 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

8 out of 17 employers promote from this occupation to other positions, such as:

- Lead Bus Driver,
- Mechanic, and
- Transportation Supervisor.



# Cashiers

Alternative Titles: Checkers, Counter Sales Representatives, Register Operators, Sales Associates, Selling Agents, Selling Specialists, Service Clerks

OES Code: 490230

19 Firms Responding Representing 360 Employees

## Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$8.25	\$6.25
New Hires, Experience	\$5.75-\$8.00	\$6.50
3+ Years Experience w/Firm	\$6.00-\$9.00	\$7.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	26 %	0 %	37 %
Dental	16 %	26 %	0 %	42 %
Vision	11 %	16 %	0 %	58 %
Life Insurance	16 %	11 %	16 %	42 %
Sick Leave	42 %	0 %	0 %	42 %
Vacation	53 %	5 %	0 %	26 %
Retirement Plan	11 %	32 %	5 %	37 %
Child Care	0 %	0 %	5 %	79 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	16 %	0 %	58 %
Dental	11 %	11 %	0 %	63 %
Vision	11 %	5 %	0 %	68 %
Life Insurance	11 %	0 %	0 %	74 %
Sick Leave	16 %	0 %	0 %	68 %
Vacation	26 %	0 %	0 %	58 %
Retirement Plan	11 %	16 %	0 %	58 %
Child Care	0 %	0 %	5 %	79 %

Other employee benefits that may be offered include: 401(k) retirement plans, profit sharing; paid holidays; and benefits after 1 year of employment.

### Union/Collective Bargaining

None. 19 out of 19 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	6%	32
Full-Time (35 hrs. or more)	57%	38
Part-Time	31%	21
Temporary/On-Call	6%	20
Seasonal	0%	0

## Employer Requirements

### Education

13 out of 19 responding employers require a high school diploma or equivalent. However, 6 out of 19 responding employers will accept less than a high school education.

### Training

17 out of 19 responding employers do not require employees to have training prior to employment. However, 1 out of 19 responding employers requires and 1 out of 19 employers prefer an average of 5 months training. 6 out of 10 responding employers will allow an average of 4 months training to be substituted for previous work experience.

### Experience

9 out of 19 responding employers do not require any experience in this occupation. However, 2 out of 19 responding employers require and 8 out of 19 responding employers prefer an average of 7 months previous experience in this occupation. 6 out of 10 responding employers will allow an average of 5 months experience in related fields (customer service, fast food, retail clerk) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to operate cash registers and make change
- Ability to balance the cash drawer
- Money management skills
- Knowledge of merchandise

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### Physical Skills

- Ability to stand, stoop, walk, climb up to 2 hours at a time
- Ability to lift heavy objects

### Personal or Other Skills

- Ability to work independently
- Ability to work with close supervision
- Ability to work under pressure
- Organizational skills
- Customer service
- Meet employers' grooming standards
- Dependable, reliable and honest

### Basic Skills

- Ability to read and follow directions and instructions
- Ability to write legibly
- Basic math

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.18 on a scale of 4).

#### Recruitment Methods

16 out of 19 employers responding to this question hire new employees by accepting walk-in applicants.  
12 out of 19 employers responding to this question hire based on response to newspaper advertisements.  
10 out of 19 employers responding to this question hire based on from referrals from current employees.

#### Annual Turnover

Employers responding to the survey report a 30.2% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 1730-2040 employees (very large).

#### Gender

- 23% Male, 77% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Grocery stores,
- Gasoline service stations,
- Department stores,
- Drug stores and proprietary stores,
- Eating and drinking places, and
- Miscellaneous amusement and recreations services.

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### Projections

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#### Annual Job Growth Rate

- 1.12 times the average (faster than average).

#### Number of New Hires in the Last Year: 129

- Promotions: 16
- Employees Leaving: 84
- New Positions: 29
- Temporary: 0

#### Projected Job Openings (Through 2004)

- Job Openings from Growth: 310 positions
- Job Openings from Separations: 650 positions

#### Employer Projected Occupation Growth

15 out of 19 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 19 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

14 out of 19 employers promote from this occupation to other positions, such as:

- Lead Checker,
- Shift Assistant,
- Inventory Clerk,
- Merchandising Assistant,
- Department Supervisor,
- Assistant Manager, and
- Customer Service Manager.

# Child Care Workers

Alternative Titles: Child Care Providers, Child Care Technicians, Child Care Assistants, Day Care/Pre-School Teachers, Direct Care Staff

OES Code: 680380

16 Firms Responding Representing 268 Employees

## Description

Child Care Workers attend children at school, businesses and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This description does not include workers whose primary function is to teach in a structured setting.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$8.00	\$6.00
New Hires, Experience	\$5.75-\$8.20	\$6.63
3+ Years Experience w/Firm	\$6.13-\$9.50	\$7.90

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	7 %	0 %	40 %
Dental	33 %	7 %	13 %	40 %
Vision	40 %	0 %	7 %	47 %
Life Insurance	47 %	0 %	0 %	47 %
Sick Leave	60 %	0 %	0 %	33 %
Vacation	80 %	0 %	0 %	13 %
Retirement Plan	7 %	20 %	7 %	60 %
Child Care	7 %	20 %	0 %	67 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	7 %	7 %	67 %
Dental	0 %	7 %	7 %	67 %
Vision	7 %	0 %	7 %	67 %
Life Insurance	7 %	0 %	7 %	67 %
Sick Leave	13 %	0 %	0 %	67 %
Vacation	33 %	0 %	0 %	47 %
Retirement Plan	7 %	0 %	0 %	73 %
Child Care	7 %	20 %	0 %	53 %

Other employee benefits that may be offered include: receiving free meals; and earning days-off as a bonus.

### Union/Collective Bargaining

Yes, 2 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 4% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	2%	30
Full-Time (35 hrs. or more)	49%	41
Part-Time	43%	23
Temporary/On-Call	6%	11
Seasonal	0%	0

## Employer Requirements

### Education

15 out of 16 responding employers require at least a high school diploma or equivalent. 2 out of 16 responding employers require a two-year associate degree. 1 out of 15 responding employers accepts less than a high school education.

### Training

11 out of 16 responding employers either require (8 out of 16) or prefer (3 out of 16) employees have an average of 12 months training, specifically in early childhood education. 11 out of 14 responding employers allow an average of 8 months training to be substituted for previous work experience.

### Experience

14 out of 16 responding employers either require (1 out of 16) or prefer (13 out of 16) an average of 12 months experience in this occupation. 6 out of 14 responding employers will allow an average of 16 months experience in related fields (teacher's aide, instructional aide) to be substituted for previous experience.

### License/Certification

Child care centers are subject to California Department of Social Services licensing regulations. All child care workers must be in good health – a chest x-ray is required – and have criminal record clearance, including fingerprinting. Some previous experience in caring for children is also necessary. Regulations require applicants be 18 years of age.

Employers may require applicants possess an early childhood education certificate. CPR and First Aid certification may also be required by employers.

Child care workers can receive a Children's Center Instructional Permit, issued by the California Commission on Teacher Credentialing, after they complete 24 hours of early childhood education courses and 16 hours toward a bachelor degree. Emergency instructional permits can be granted to child care workers who have completed 12 hours of early childhood education courses, and have a minimum of two years children's center experience.

These emergency permits are granted when there is a shortage of teachers in this field.

#### Technical Skills

- Assist in the care, supervision and learning activities of children
- Knowledge of early childhood education or be certified
- CPR and First Aid certified

#### Physical Skills

- Must pass a health screening and chest x-ray

#### Personal or Other Skills

- Ability to interact with children, parents and staff
- Understanding of a variety of cultures
- Ability to handle crisis situations
- Possession of a clean police record
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

#### Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communications

Employers look for knowledge in early childhood development, knowledge of child guidance principles and practices and the ability to work harmoniously with children, parents and staff members.

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.86 on a scale of 4)

#### Recruitment Methods

11 out of 16 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 16 employers responding to this question hire through in-house promotions and transfers and via referrals from current employees.

#### Annual Turnover

Employers responding to the survey report a 22.9% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 140-230 employees (large)  
Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

#### Gender

- 21% Male, 79% Female

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### Where The Jobs Are

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#### The major employing industries include:

- Elementary and secondary schools,
- Residential care,
- Child day care services,
- Civic and social associations, and
- Religious organizations.

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### Projections

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#### Annual Job Growth Rate

- 3.12 times the average (much faster than average)

#### Number of New Hires in the Last Year: 94

- Promotions: 13
- Employees Leaving: 43
- New Positions: 23
- Temporary: 15

#### Projected Job Openings (Through 2002)

- Job Openings from Growth: 90 positions
- Job Openings from Separations: 10 positions

#### Employer Projected Occupation Growth

11 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

14 out of 16 employers promote from this occupation to other positions, such as:

- Associate Teacher,
- Head Teacher,
- Weekend Supervisor,
- Program Manager or Facility Manager, and
- Assistant Director.

# Computer Network Technicians

Alternative Titles: Computer/Technology Support Technicians, Service Technicians, Telecom Technicians

OES Code: 033.162-996 (modified DOT code)

17 Firms Responding Representing 53 Employees

## Description

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications and usage.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$5.75-\$21.61	\$10.07
New Hires, Experience	\$6.50-\$24.31	\$11.51
3+ Years Experience w/Firm	\$9.75-\$27.01	\$14.96

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$ 9.06-\$16.81	\$11.14
New Hires, Experience	\$ 9.99-\$19.34	\$14.20
3+ Years Experience w/Firm	\$10.49-\$26.37	\$16.48

### Benefits

Note: 16 out of 17 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	94%	31%
Dental Insurance	75%	31%
Vision Insurance	75%	31%
Life Insurance	75%	25%
Paid Sick Leave	88%	50%
Paid Vacation	94%	50%
Retirement Plan	88%	44%
Child Care	13%	6%

Other employee benefits that may be offered include: administrative leave; accidental death and dismemberment insurance; long-term disability insurance; discount stock purchase; and employee credit unions. Employer may have waiting periods for part-time workers for certain benefits.

### Union/Collective Bargaining

Yes, 6 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 43% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	2%	30
Full-Time (35 hrs. or more)	91%	39
Part-Time	4%	29
Temporary/On-Call	4%	40
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 17 responding employers report recent hires have at least a high school diploma or equivalent. 3 out of 17 responding employers report recent hires have some college but no degree. 5 out of 17 responding employers report recent hires have a two-year associate degree. 4 out of 17 responding employers report recent hires have a four-year bachelor degree.

### Training

6 out of 17 responding employers require a range of 12-24 months of training (or certification) in college level coursework with computers, information systems or field specific licensing/certification prior to employment.

### Experience

17 out of 17 responding employers either sometimes (1 out of 17), usually (6 out of 17) or always (10 out of 17) require work-related experience ranging between 6-48 months in computer specialist/ technician networking, hardware/software or radio/telephone technician positions. 15 out of 17 responding employers will either sometimes (13 out of 17), usually (1 out of 17) or always (1 out of 17) allow training to substitute for previous experience.

### License/Certification

None. However, radio/telephone computer network technicians may require Federal Communications Commission (FCC) licensing or certification from the National Association of Business and Educational Radio (NABER).

## Technical Skills

- Knowledge of microcomputer hardware and operating systems
- Ability to use operating manuals
- Knowledge of software applications
- Knowledge of system integration
- Knowledge of Internet, Ethernet and UNIX
- Understanding of local area networks (LAN)
- Understanding of wide area networks (WAN)
- Ability to evaluate new software
- Ability to write effectively
- Ability to troubleshoot
- Ability to utilize good teaching techniques

## Personal or Other Skills

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure
- Customer service
- Ability to communicate with computer literate staff
- Ability to communicate technical information to non-technical staff

## Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees skilled in spreadsheets, word processing, database management, desktop publishing, DOS, Windows 95, Windows NT, UNIX, Computer-Aided Design (CAD), Token Ring, Ethernet, Internet and operating systems experience. Over the next three years, employers noted that Fast Ethernet, Completed Audiophile Transmission System (CATS) cabling standards, connectivity knowledge and staying current with industry technology would be needed in this occupation. Obsolete skills noted were analog microwave knowledge, DOS and DOS-based programs and stand-alone system administration.

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.41 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.20 on a scale of 4)

### Recruitment Methods

12 out of 17 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 17 employers responding to this question hire through in-house

promotions and transfers. 10 out of 17 employers responding to this question hire based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 7.3% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 100-130 employees (medium).

### Gender

- 83% Male, 17% Female.

## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools,
- Computer and computer software stores, and
- General medical and surgical hospitals.

## Projections

### Annual Job Growth Rate

- 2.50 times the average (much faster than average)

### Number of New Hires in the Last Year: 18

- Promotions: 1
- Employees Leaving: 2
- New Positions: 12
- Temporary: 3

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

12 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 4 out of 17 employers project their employment in this occupation will grow over the next 36 months. 1 out of 17 employers project their employment in this occupation will decline over the next 36 months.

## Other Information

### Promotional Opportunities

10 out of 17 employers promote from this occupation to other positions, such as:

- Group Leader,
- Service Department Manager, and
- Office Supervisor/Manager.

# Construction Managers

Alternative Titles: Construction Supervisors, Estimators, Forepersons, Laborer Forepersons, Program Managers, Project Managers

OES Code: 150170

15 Firms Responding Representing 35 Employees

## Description

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large contracting firms.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	Not Applicable	
New Hires, Experience	\$12.00-\$31.64	\$20.00
3+ Years Experience w/Firm	\$17.50-\$41.00	\$22.00

NOTE: 15 out of 15 responding employers do not hire employees in this occupation without previous experience.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	73 %	7 %	0 %	20 %
Dental	60 %	0 %	0 %	40 %
Vision	27 %	0 %	0 %	73 %
Life Insurance	47 %	0 %	0 %	53 %
Sick Leave	47 %	0 %	0 %	53 %
Vacation	73 %	0 %	0 %	27 %
Retirement Plan	53 %	13 %	0 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: profit sharing; and ESOP retirement plans.

### Union/Collective Bargaining

Yes, 2 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 14% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	89%	44
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	11%	40

## Employer Requirements

### Education

13 out of 15 responding employers require at very least a high school diploma or equivalent. 4 out of 15 responding employers require a two-year associate degree and 2 out of 15 responding employers require a bachelor degree. However, 2 out of 15 responding employers will hire employees in this occupation with less than high school education.

### Training

10 out of 15 responding employers do not require employees to have any training prior to employment. However, 3 out of 15 responding employers require and 2 out of 15 responding employers prefer that employees have an average of 55 months training prior to employment. None out of 15 responding employers studied allow training to be substituted for previous work experience.

### Experience

All 15 out of 15 responding employers require an average of 59 months experience in this occupation. 2 out of 15 responding employers will allow an average of 30 months experience in related fields (construction background) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to write up estimates and bids
- Understand and follow building codes
- Knowledge of CalOSHA safety standards
- Ability to perform advanced mathematical calculations
- Know all aspects of construction processes
- Ability to read blueprints

### Physical Skills

- Ability to stand, run, walk, climb and lift for long periods of time
- Ability to put in extended hours

### Personal or Other Skills

- Ability to work independently
- Excellent organizational skills

- Ability to work under a time line
- Communication skills
- Supervisory and delegation skills
- Public relations skills

#### **Basic Skills**

- Ability to read and write legibly

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Very Difficult (3.27 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

#### **Recruitment Methods**

11 out of 15 employers responding to this question hire based on referrals from current employees. 10 out of 15 employers responding to this question hire by using in-house promotions and transfers. 6 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

#### **Annual Turnover**

Employers responding to the survey report a 3.1% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 160-180 employees (medium to large).

#### **Gender**

- 100% Male.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Residential building construction,
- Miscellaneous special trade contractors,
- Electrical work,
- Nonresidential building construction,
- Management and public relations,
- Carpentry and floor work, and
- Highway and street construction.

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.79 times the average (slower than average).

#### **Number of New Hires in the Last Year: 4**

- Promotions: 1
- Employees Leaving: 0
- New Positions: 3
- Temporary: 0

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

#### **Employer Projected Occupation Growth**

13 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

5 out of 15 employers promote from this occupation to other positions, such as:

- Housing Manager, and
- General Manager.



# Cost Estimators

Alternative Titles: Field Estimators, Engineer/Estimators

OES Code: 219020

15 Firms Responding Representing 41 Employees

## Description

Cost Estimators prepare cost estimates for manufacturing of products, construction projects or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$ 6.50-\$15.00	\$ 9.79
New Hires, Experience	\$10.00-\$23.97	\$18.00
3+ Years Experience w/Firm	\$15.00-\$30.00	\$23.01

### Benefits

Note: 13 out of 15 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	92%	0%
Dental Insurance	54%	0%
Vision Insurance	23%	0%
Life Insurance	31%	0%
Paid Sick Leave	62%	0%
Paid Vacation	85%	0%
Retirement Plan	69%	0%
Child Care	0%	0%

Other employee benefits that may be offered include: paid holidays.

### Union/Collective Bargaining

Yes, 1 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 5% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	76%	41
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	24%	40

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 4

out of 15 responding employers report recent hires have some college but no degree. 6 out of 15 responding employers report recent hires have a two-year associate degree. 3 out of 15 responding employers report recent hires have a four-year bachelor degree.

### Training

5 out of 15 responding employers require a range of 12-60 months of training (or certification) in estimating, material assembly or give preference to hire with degrees in construction management or engineering prior to employment.

### Experience

15 out of 15 responding employers either sometimes (1 out of 15), usually (3 out of 15) or always (11 out of 15) require work-related experience ranging between 24-60 months in estimating, bidding or construction. 10 out of 15 responding employers will either sometimes (7 out of 15) or usually (3 out of 15) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to prepare flow charts
- Accounting
- Ability to read blueprints
- Cost estimating
- Basic construction
- Understanding of building codes
- Ability to use spreadsheet software
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Analytical

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees skilled in spreadsheets, word processing, database management, CAD and engineering software skills. Over the next three years, employers noted that computer experience and use of computer estimating programs would be needed in this occupation. Obsolete skills noted were manual methods of estimating.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (3.47 on a scale of 4)
- Inexperienced Applicants: Somewhat Difficult (3.22 on a scale of 4)

### Recruitment Methods

8 out of 14 employers responding to this question hire new employees based on the response to newspaper advertisements. 7 out of 14 employers responding to this question hire based on referrals from current employees. 6 out of 14 employers responding to this question staff via in-house promotions and transfers and through job orders placed with private employment agencies.

### Annual Turnover

Employers responding to the survey report a 16.7% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 110-140 employees (medium).

### Gender

- 98% Male, 2% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Highway and street construction (except elevated highways),
- Electrical work,
- General contractors (single-family houses), and
- Plumbing, heating and air conditioning.

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## Projections

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### Annual Job Growth Rate

- 2.20 times the average (much faster than average)

### Number of New Hires in the Last Year: 11

- Promotions: 5
- Employees Leaving: 1
- New Positions: 5
- Temporary: 0

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

11 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 4 out of 15 employers project their employment in this occupation will grow over the next 36 months.

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## Other Information

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### Promotional Opportunities

7 out of 15 employers promote from this occupation to other positions, such as:

- Shop Manager, and
- Project Manager.

# Counter and Rental Clerks

Alternative Titles: Front Desk, Counter Persons, Attendants, Counter Clerks, Customer Service Reps

OES Code: 490170

16 Firms Responding Representing 140 Employees

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## Description

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Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning and storage. They may compute cost and accept payment.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 8.00	\$5.75
New Hires, Experience	\$5.75-\$10.00	\$5.88
3+ Years Experience w/Firm	\$5.75-\$14.00	\$7.38

### Benefits

Note: 8 out of 16 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	63%	13%
Dental Insurance	25%	13%
Vision Insurance	13%	13%
Life Insurance	38%	0%
Paid Sick Leave	25%	13%
Paid Vacation	75%	13%
Retirement Plan	38%	13%
Child Care	0%	0%

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; and long term disability insurance. Employers may have waiting periods for part-time workers for benefits.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	30%	39
Part-Time	70%	24
Temporary/On-Call	0%	0
Seasonal	0%	0

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## Employer Requirements

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### Education

14 out of 16 responding employers report recent hires have at least a high school diploma or equivalent. 5

out of 16 responding employers report recent hires have some college but no degree. 2 out of 16 responding employers report recent hires have less than a high school education.

### Training

4 out of 16 responding employers require a range of 1-3 months of training (or certification) CPR and first aid, cash register, computer usage or making change prior to employment.

### Experience

8 out of 16 responding employers either sometimes (3 out of 16) or usually (5 out of 16) require work-related experience ranging between 3-24 months in sales. 16 out of 16 responding employers will either sometimes (7 out of 16), usually (4 out of 16) or always (5 out of 16) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Cash handling
- Ability to use a calculator
- Ability to operate a cash register
- Bondable

### Physical Skills

- Ability to stand continuously for 2 or more hours

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Customer service

### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees skilled in word processing, database management, and knowledge of video software programs. Over the next three years, employers noted computer, computerized cash register and internet skills would be needed in this occupation. Obsolete skills noted were the need for mechanical knowledge.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (2.63 on a scale of 4)
- Inexperienced Applicants: Somewhat Difficult (2.69 on a scale of 4)

### Recruitment Methods

13 out of 16 employers responding to this question hire new employees based on referrals from current employees. 10 out of 16 employers responding to this question hire based on the response to newspaper advertisements. 9 out of 16 employers responding to this question staff by accepting unsolicited applications.

### Annual Turnover

Employers responding to the survey report a 34.1% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 200-250 employees (large).

### Gender

- 44% Male, 56% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Video tape rental shops,
- Amusement and recreation services (NEC),
- Department stores,
- Passenger car rental, and
- Dry-cleaning plants (except rug cleaning).

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## Projections

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### Annual Job Growth Rate

- 2.10 times the average (much faster than average)

### Number of New Hires in the Last Year: 60

- Promotions: 5
- Employees Leaving: 41
- New Positions: 5
- Temporary: 9

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 50 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

10 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 6 out of 16 employers project their employment in this occupation will grow over the next 36 months.

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## Other Information

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### Promotional Opportunities

13 out of 16 employers promote from this occupation to other positions, such as:

- Supervisor,
- Assistant Manager, and
- Office/Store Manager.

# Dental Assistants

Alternative Titles: Registered Dental Assistants

OES Code: 660020

18 Firms Responding Representing 58 Employees

## Description

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.90-\$ 8.00	\$ 7.00
New Hires, Experience	\$6.50-\$12.00	\$ 9.50
3+ Years Experience w/Firm	\$8.26-\$13.82	\$11.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	22 %	0 %	28 %
Dental	22 %	17 %	0 %	61 %
Vision	6 %	6 %	0 %	89 %
Life Insurance	17 %	11 %	0 %	72 %
Sick Leave	61 %	6 %	0 %	33 %
Vacation	89 %	6 %	0 %	6 %
Retirement Plan	44 %	22 %	0 %	33 %
Child Care	0 %	11 %	0 %	89 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	28 %
Dental	6 %	0 %	0 %	22 %
Vision	0 %	0 %	0 %	28 %
Life Insurance	0 %	0 %	0 %	28 %
Sick Leave	6 %	0 %	0 %	22 %
Vacation	11 %	0 %	0 %	17 %
Retirement Plan	6 %	0 %	0 %	22 %
Child Care	0 %	0 %	0 %	28 %

Other employee benefits that may be offered include: simple IRA matching of 3% of employees' salaries; and providing financial support for continuing education.

### Union/Collective Bargaining

None. 18 out of 18 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	47%	32
Full-Time (35 hrs. or more)	41%	37
Part-Time	12%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

18 out of 18 responding employers require a high school diploma or equivalent.

### Training

17 out of 18 responding employers either require (10 out of 18) or prefer (7 out of 18) employees have an average of 12 months training in dental assisting. 13 out of 18 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

18 out of 18 responding employers either require (3 out of 18) or prefer (15 out of 18) an average of 12 months experience in this occupation. 4 out of 17 responding employers allow an average of 11 months experience in related fields (medical assistant) to be substituted for previous experience.

### License/Certification

Some employers require their employees receive registered dental assistant (RDA) certification and obtain an x-ray license.

RDAs must graduate from an approved educational training program or have done satisfactory work as a dental assistant for 18 months and pass the RDA written and performance test. RDAs must meet continuing educational requirements for renewal of their certification every two years.

The California Dental Assistants Association recommends a one or two year training program approved by the Council on Dental Education of the American Dental Association.

Dental assistant schools are also responsible for radiation safety training and providing certification necessary for dental assistants to legally take x-rays.

### Technical Skills

- Knowledge of dental materials and procedures
- Ability to perform or assist with dental procedures
- Safety and protective procedures
- Patient record keeping
- Possession of a X-ray License

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### Personal or Other Skills

- Ability to write effectively
- Willingness to work closely with others
- Ability to calm and comfort patients

### Basic Skills

- Ability to read and follow instructions
- Oral communications
- Customer service
- Detailed oriented

Employers may also expect their dental assistants learn dental scheduling and billing, skills which are often required for advancement.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.80 on a scale of 4)

### Recruitment Methods

16 out of 18 employers responding to this question hire new employees based on the response to newspaper advertisements. 12 out of 16 employers responding to this question hire by referrals from current employees. 8 out of 16 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 27.8% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 160-240 employees (large)

### Gender

- 0% Male, 100% Female

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## Where The Jobs Are

### The major employing industries include:

- Offices and clinics of dentists.

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## Projections

### Annual Job Growth Rate

- 2.43 times the average (much faster than average)

### Number of New Hires in the Last Year: 19

- Promotions: 1
- Employees Leaving: 14
- New Positions: 4
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

15 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

10 out of 18 employers promote from this occupation to other positions, such as:

- Registered Dental Assistant,
- Head Dental Assistant,
- Clinical/Back Office Coordinator,
- Front Office Staff, and
- Office Manager.

# Education Administrators

Alternative Titles: Principals, Education Directors, Superintendents, Instructional Center Directors

OES Code: 150050

20 Firms Responding Representing 104 Employees

## Description

Education Administrators plan, organize, direct, control, or coordinate the educational activities of colleges, universities, vocational, technical, post-secondary, secondary, or elementary schools. This description includes administrators of separate training and instructional organizations (or programs) in private business or other agencies.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$16.50-\$29.12	\$19.18
New Hires, Experience	\$17.50-\$34.52	\$22.76
3+ Years Experience w/Firm	\$18.26-\$38.36	\$25.43

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	70 %	20 %	0 %	5 %
Dental	75 %	15 %	0 %	5 %
Vision	70 %	15 %	0 %	10 %
Life Insurance	75 %	0 %	0 %	20 %
Sick Leave	75 %	0 %	0 %	20 %
Vacation	70 %	5 %	0 %	20 %
Retirement Plan	25 %	40 %	0 %	30 %
Child Care	0 %	0 %	0 %	95 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	0 %	0 %	5 %
Dental	5 %	0 %	0 %	5 %
Vision	5 %	0 %	0 %	5 %
Life Insurance	0 %	0 %	0 %	10 %
Sick Leave	5 %	0 %	0 %	5 %
Vacation	0 %	0 %	0 %	10 %
Retirement Plan	5 %	0 %	0 %	5 %
Child Care	0 %	0 %	0 %	10 %

Other employee benefits that may be offered include: performance bonuses; income protection plans; and disability insurance.

### Union/Collective Bargaining

None. 20 out of 20 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	97%	43
Part-Time	2%	28
Temporary/On-Call	1%	16
Seasonal	0%	0

## Employer Requirements

### Education

12 out of 20 responding employers require the completion of graduate studies. 6 out of 20 responding employers require only a bachelor degree. 2 out of 20 responding employers will accept a high school diploma or equivalent.

### Training

12 out of 20 responding employers do not require employees to have any training prior to employment. 8 out of 20 responding employers either require that employees have an average of 36 months training prior to employment to achieve their California Administrative credentials. 5 out of 19 responding employers allow an average of 11 months training to be substituted for previous work experience.

### Experience

19 out of 20 responding employers either require (7 out of 20) or prefer (12 out of 20) an average of 32 months experience in this occupation. 10 out of 19 responding employers allow an average of 26 months experience in related fields (teacher) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to plan and organize the work of others
- Budget analysis
- Counseling
- Ability to write effectively
- Supervisory skills
- Ability to maintain financial records
- Ability to apply teaching techniques
- Problem solving abilities
- Verbal presentation

### Personal or Other Skills

- Ability to interact well with others

- Leadership
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to deal effectively with difficult individuals
- Ability to manage multiple priorities
- Sensitive to a multi-cultural environment
- Ability to work under pressure

#### **Basic Skills**

- Ability to write legibly
- Oral communication
- Basic math

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Very Difficult (3.57 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.08 on a scale of 4)

#### **Recruitment Methods**

12 out of 19 employers responding to this question hire new employees based on response to newspaper advertisements and via direct recruitment from colleges and universities. 10 out of 19 employers responding to this question hire new employees via advertisements placed in trade journals.

#### **Annual Turnover**

Employers responding to the survey report a 22.1% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 150-200 employees (large)

#### **Gender**

- 58% Male, 42% Female

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Elementary and secondary schools,
- Junior colleges, and
- Child day care services.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.62 times the average (much faster than average)

#### **Number of New Hires in the Last Year: 23**

- Promotions: 7
- Employees Leaving: 16
- New Positions: 0
- Temporary: 0

#### **Projected Job Openings (Through 2002)**

- Job Openings from Growth: 50 positions
- Job Openings from Separations: 30 positions

#### **Employer Projected Occupation Growth**

19 out of 20 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 20 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

16 out of 20 employers promote from this occupation to other positions, such as:

- Director,
- Assistant to Superintendent,
- Superintendent, and
- Supervisor III.



# Electricians

Alternative Titles:

Electrical Technicians, Journey-Level Electricians, Apprentice Electricians

OES Code: 872020

15 Firms Responding Representing 146 Employees

## Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This description includes Protective Signal Installers and Repairers and Street Light Servicers.

## Wages and Benefits

### Hourly Wages (Non Union)

	Range	Median
New Hires, No Experience	\$ 7.00-\$10.00	\$ 8.00
New Hires, Experience	\$ 8.63-\$15.50	\$10.00
3+ Years Experience w/Firm	\$10.00-\$18.00	\$16.00

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$17.18-\$26.85	\$22.02
New Hires, Experience	\$12.84-\$26.85	\$22.11
3+ Years Experience w/Firm	\$13.48-\$27.12	\$23.65

Note: Union wages reflect contracts with three different unions. Only a few union employers on the best-paying contract hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	47 %	0 %	27 %
Dental	27 %	40 %	0 %	33 %
Vision	20 %	13 %	0 %	67 %
Life Insurance	27 %	20 %	0 %	53 %
Sick Leave	7 %	7 %	0 %	87 %
Vacation	47 %	7 %	0 %	47 %
Retirement Plan	47 %	13 %	0 %	40 %
Child Care	0 %	7 %	7 %	87 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	7 %	0 %	13 %
Dental	0 %	7 %	0 %	13 %
Vision	0 %	0 %	0 %	20 %
Life Insurance	0 %	7 %	0 %	13 %
Sick Leave	0 %	0 %	0 %	20 %
Vacation	7 %	0 %	0 %	13 %
Retirement Plan	7 %	0 %	0 %	13 %
Child Care	0 %	0 %	0 %	20 %

### Union/Collective Bargaining

Yes, 6 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 30% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	93%	40
Part-Time	3%	32
Temporary/On-Call	1%	37
Seasonal	3%	36

## Employer Requirements

### Education

12 out of 15 responding employers require a high school diploma or equivalent. 2 out of 15 responding employers accept less than a high school education.

### Training

11 out of 15 responding employers either require (6 out of 15) or prefer (5 out of 15) employees have an average of 23 months training in electrical work, either through completing an apprenticeship or via a vocational program. 8 out of 13 responding employers allow an average of 22 months training to be substituted for previous work experience.

### Experience

13 out of 15 responding employers either require (8 out of 15) or prefer (5 out of 15) an average of 26 months experience in this occupation. 2 out of 13 responding employers allow an average of 18 months experience in related fields (laborer, construction worker) to be substituted for previous experience.

### License/Certification

Entrance into the trade is through apprenticeship or (for non-union members) on-the-job training.

Apprenticeship programs require 7200 to 8000 hours to complete and graduates receive a Certificate of Completion from the California Division of Apprenticeship Standards.

Alternatively, graduates of an electrical construction and maintenance program from a vocational or trade college work initially as trainees, and gain journey-level status after six months to two years.

### Technical Skills

- Apprenticeship completed
- Knowledge of electrical building codes
- Knowledge of electrical safety codes
- Ability to track and repair electrical problems

- Familiarity with materials and techniques of construction
- Thorough knowledge of the principles of electricity
- Ability to follow blueprints and building specifications

#### **Physical Skills**

- Good physical condition
- Must have good vision - no color blindness
- Finger and manual dexterity
- Pass a pre-employment physical examination
- Ability to work in confined areas
- Ability to work flexible hours

#### **Personal or Other Skills**

- Ability to work independently
- Ability to work under pressure
- Willingness to work with close supervision
- Ability to pay attention to detail
- Problem solving techniques
- Customer service

#### **Basic Skills**

- Ability to think logically
- Ability to write legibly
- Oral communication

Electricians need to know not only new installation, but have the ability to diagnose and locate breakdowns, correct the problem(s) and restore service quickly.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

#### **Recruitment Methods**

7 out of 13 employers responding to this question hire new employees based on the response to newspaper advertisements and via referrals from current employees. 6 out of 13 employers responding to this question hire by accepting walk-in applicants.

#### **Annual Turnover**

Employers responding to the survey report a 5.1% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 230-250 employees (large)

#### **Gender**

- 99% Male, 1% Female

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- General electrical installation and repair firms,
- Government (state, county, city), and
- Sawmills and related companies.

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.42 times the average (slower than average)

#### **Number of New Hires in the Last Year: 25**

- Promotions: 0
- Employees Leaving: 7
- New Positions: 10
- Temporary: 8

#### **Projected Job Openings (Through 2002)**

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 40 positions

#### **Employer Projected Occupation Growth**

10 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

12 out of 15 employers promote from this occupation to other positions, such as:

- Supervisor or Supervising Electrician,
- Project Manager, and
- Foreperson.

# Financial Managers

Alternative Titles: Branch Managers, Finance Directors, Controllers, Finance Service Managers, Chief Fiscal Officers

OES Code: 130020

22 Firms Responding Representing 26 Employees

## Description

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. This description includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$10.00-\$24.98	\$17.15
New Hires, Experience	\$10.00-\$24.98	\$16.69
3+ Years Experience w/Firm	\$14.00-\$35.96	\$19.47

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	55 %	36 %	5 %	5 %
Dental	45 %	27 %	9 %	18 %
Vision	41 %	18 %	9 %	32 %
Life Insurance	59 %	18 %	5 %	18 %
Sick Leave	73 %	14 %	0 %	14 %
Vacation	82 %	14 %	0 %	5 %
Retirement Plan	45 %	32 %	0 %	23 %
Child Care	5 %	5 %	5 %	86 %

Other employee benefits that may be offered include: 401(k) retirement plans; disability insurance; and performance bonuses.

### Union/Collective Bargaining

None. 22 out of 22 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	100%	43
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

22 out of 22 responding employers require at least a high school diploma or equivalent. 11 out of 22 responding employers require a four-year bachelor degree. 3 out of 22 responding employers require a two-year associate degree.

### Training

7 out of 22 responding employers either require (4 out of 22) or prefer (3 out of 22) employees have an average of 24 months training in financial management. 4 out of 22 responding employers allow an average of 18 months training to be substituted for previous work experience.

### Experience

22 out of 22 responding employers either require (12 out of 22) or prefer (10 out of 22) an average of 36 months experience in this occupation. 9 out of 20 responding employers allow an average of 26 months experience in related fields (supervising, accounting, bookkeeping) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Business math
- Ability to plan and organize the work of others
- Report writing
- Cost accounting
- Understanding of regulations affecting financial institutions
- Ability to apply techniques of statistical analysis
- Ability to analyze securities
- Financial planning
- Budget analysis
- Cost analysis
- Ability to hire and assign personnel
- Ability to interpret actuarial and probability of loss tables
- Ability to use computers in accounting applications
- Verbal presentation

- Ability to perform advanced mathematical computations
- Confidentiality

#### **Physical Skills**

- Ability to sit for long periods of time

#### **Personal or Other Skills**

- Ability to comprehend information quickly
- Ability to work independently
- Ability to work under pressure
- Ability to write effectively
- Ability to exercise patience

#### **Basic Skills**

- Ability to read and follow directions
- Oral communication

Financial Managers need training and experience in accounting/bookkeeping and knowledge of specialized accounting software. Duties may involve calculating employee wages from timecards, issuing payroll checks, keeping accurate records of accounts and financial arrangements, balancing company journals with the monthly bank statement, entering financial information into journals, ledgers or accounting software, and examining documents such as expense accounts, commissions payments, cash receipts, bank records and inventory records.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4)

#### **Recruitment Methods**

15 out of 21 employers responding to this question hire new employees based on the response to newspaper advertisements. 7 out of 21 employers responding to this question staff through in-house promotions and transfers, by referrals from private employment agencies and from the response to postings on the internet.

#### **Annual Turnover**

Employers responding to the survey report a 16.0% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 390-460 employees (very large)

#### **Gender**

- 38% Male, 62% Female

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- State and national commercial banks,
- Construction firms,
- Hotels and motels,
- Medical and dental offices and clinics,
- Accounting, auditing and bookkeeping firms,
- Residential care facilities, and
- Government (state, county, and city).

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.87 times the average (slower than average)

#### **Number of New Hires in the Last Year: 5**

- Promotions: 0
- Employees Leaving: 4
- New Positions: 1
- Temporary: 0

#### **Projected Job Openings (Through 2002)**

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 50 positions

#### **Employer Projected Occupation Growth**

20 out of 22 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 22 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

9 out of 22 employers promote from this occupation to other positions, such as:

- Associate Director,
- Director,
- Division Manager,
- General Manager, and
- Executive Director.

# First Line Supervisors and Manager / Supervisors – Clerical and Administrative Support Occupations

Alternative Titles: Administration Supervisors, Department Supervisors, Office Managers, Office Services Supervisors, Operations Supervisors

OES Code: 510020

16 Firms Responding Representing 59 Employees

## Description

First Line Clerical and Administrative Support Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$8.00-\$21.67	\$15.65
New Hires, Experience	\$6.50-\$21.67	\$11.49
3+ Years Experience w/Firm	\$9.00-\$24.16	\$14.48

**Note:** Only 3 out of 16 employers responding to the survey hire inexperienced workers and these employers pay at the higher end of the wage scale, thus making the wages paid to experienced workers appear lower in comparison.

### Benefits

<b>Full-Time:</b>	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	63 %	31 %	6 %	0 %
Dental	44 %	25 %	19 %	13 %
Vision	44 %	13 %	25 %	19 %
Life Insurance	63 %	13 %	13 %	13 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	31 %	44 %	19 %	6 %
Child Care	0 %	0 %	6 %	94 %

<b>Part-Time:</b>	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	6 %
Dental	0 %	0 %	0 %	6 %
Vision	0 %	0 %	0 %	6 %
Life Insurance	0 %	0 %	0 %	6 %
Sick Leave	0 %	0 %	0 %	6 %
Vacation	0 %	0 %	0 %	6 %
Retirement Plan	0 %	0 %	0 %	6 %
Child Care	0 %	0 %	0 %	6 %

Other employee benefits that may be offered include: 401(k) retirement plans.

## Union/Collective Bargaining

Yes, 1 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 8% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	97%	39
Part-Time	3%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

All 16 out of 16 responding employers require at least a high school diploma or equivalent. 4 out of 16 responding employers require a four-year bachelor degree while 1 out of 16 responding employers requires a two-year associate degree.

### Training

11 out of 16 responding employers do not require employees have training. 2 out of 16 responding employers require and 3 out of 16 responding prefer that employees have an average of 10 months training prior to employment. 4 out of 16 responding employers allow an average of 14 months training to be substituted for previous work experience.

### Experience

All 16 out of 16 responding employers either require (12 out of 16) or prefer (4 out of 16) an average of 25 months experience in this occupation. 10 out of 15 responding employers will allow an average of 18 months experience in related fields (accounting, banking, bookkeeping, management or supervision) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Office Management background
- Supervisory Skills
- Able to plan and organize the work of others

- Able to hire and assign personnel
- Able to use multi computer systems
- Knowledge of accounting procedures
- Able to train others
- Safety procedures

#### **Physical Skills**

- Ability to stand, stoop, walk, climb and lift 20 pounds

#### **Personal or Other Skills**

- Ability to work independently
- Aware of grooming standards
- Excellent problem solving ability

#### **Basic Skills**

- Able to read and follow instructions
- Good communications skills

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Moderately Difficult (2.3 on a scale of 4).
- Inexperienced Applicants: Very Difficult (4.0 on a scale of 4).

#### **Recruitment Methods**

14 out of 16 employers responding to this question hire new employees through in-house promotions and transfers. 11 out of 16 employers responding to this question hire based on the response to newspaper advertisements. 10 out of 16 employers responding to this question hire based on referrals from current employees.

#### **Annual Turnover**

Employers responding to the survey report a 22.4% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 760-900 employees (very large).

#### **Gender**

- 27% Male, 73% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Offices and clinics of medical doctors,

- Local government, excluding hospitals and education facilities,
- Real estate operators and lessors,
- Hospitals,
- Elementary and secondary schools,
- Hotels and motels,
- Insurance agents, brokers and service,
- Services to buildings,
- Miscellaneous business services, and
- Commercial banks.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.16 times the average (faster than average).

#### **Number of New Hires in the Last Year: 14**

- Promotions: 5
- Employees Leaving: 8
- New Positions: 1
- Temporary: 0

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 140 positions
- Job Openings from Separations: 130 positions

#### **Employer Projected Occupation Growth**

15 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 16 employers project their employment in this occupation will decline over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

11 out of 16 employers promote from this occupation to other positions, such as:

- Operations Officer,
- Department Manager,
- Business Manager,
- Human Resources Manager, and
- Manager.

# First Line Supervisors and Manager/Supervisors – Sales and Related Occupations

Alternative Titles: Department Managers, Department Heads, Area Coordinators, Sales Managers, Group Merchandisers

OES Code: 410020

17 Firms Responding Representing 84 Employees

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## Description

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing and personnel work.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$11.12	\$ 6.50
New Hires, Experience	\$5.75-\$12.00	\$ 9.83
3+ Years Experience w/Firm	\$6.50-\$15.00	\$11.75

### Benefits

Note: 16 out of 17 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	100%	13%
Dental Insurance	75%	6%
Vision Insurance	44%	0%
Life Insurance	75%	6%
Paid Sick Leave	63%	19%
Paid Vacation	88%	19%
Retirement Plan	75%	13%
Child Care	0%	0%

Other employee benefits that may be offered include: 401(k) retirement plans; paid holidays; long-term disability insurance; and cafeteria benefit plans. Employers may have waiting periods for full-time workers for benefits.

### Union/Collective Bargaining

Yes, 2 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 19% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	94%	42
Part-Time	4%	30
Temporary/On-Call	4%	20
Seasonal	0%	0

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## Employer Requirements

### Education

17 out of 17 responding employers report recent hires have at least a high school diploma or equivalent. 11 out of 17 responding employers report recent hires have some college but no degree. 1 out of 17 responding employers report recent hires have a four-year bachelor degree.

### Training

4 out of 17 responding employers require a range of 1-48 months of training (or certification) in accounting, computers, cash register usage, in-house sales experience or give preference to applicants with a bachelor degree prior to employment.

### Experience

16 out of 17 responding employers either sometimes (2 out of 17), usually (4 out of 17) or always (10 out of 17) require work-related experience ranging between 8-60 months in sales, supervision or management. 10 out of 17 responding employers will either sometimes (8 out of 17), usually (1 out of 17) or always (1 out of 17) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Business math
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Report writing
- Ability to apply sales techniques
- Record keeping
- Bookkeeping
- Ability to hire and assign personnel

- Verbal presentation
- Ability to write effectively
- Problem solving

#### **Personal or Other Skills**

- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer service

#### **Basic Skills**

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees skilled in spreadsheets, word processing, database management, desktop publishing, point-of-sale software and Windows. Over the next three years, employers noted that computer, computerized cash register and increased people management skills will be needed in this occupation.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants:**

- Experienced Applicants: Somewhat Difficult (2.88 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.21 on a scale of 4)

#### **Recruitment Methods**

11 out of 17 employers responding to this question hire new employees by in-house promotions and transfers. 6 out of 17 employers responding to this question hire based on the response to newspaper advertisements. 5 out of 17 employers responding to this question staff by placing job orders with the Employment Development Department.

#### **Annual Turnover**

Employers responding to the survey report a 20.5% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 810-930 employees (very large).

#### **Gender**

- 43% Male, 57% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Grocery stores,
- Lumber and other building materials dealers,
- Motor vehicle dealers (new and used), and
- Department stores.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.20 times the average (faster than average)

#### **Number of New Hires in the Last Year:** 18

- Promotions: 5
- Employees Leaving: 12
- New Positions: 1
- Temporary: 0

#### **Projected Job Openings (Through 2001)**

- Job Openings from Growth: 120 positions
- Job Openings from Separations: 110 positions

#### **Employer Projected Occupation Growth**

16 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 1 out of 17 employers project their employment in this occupation will grow over the next 36 months.

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### **Other Information**

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#### **Promotional Opportunities**

13 out of 16 employers promote from this occupation to other positions, such as:

- Assistant Manager,
- Purchasing Manager,
- Store Manager, and
- District or Regional Manager.



# Food Preparation Workers

Alternative Titles: Assistant Cooks, Deli Counter Persons, Food Prep Workers, Food Service Assistants, Food Service Workers, Kitchen Food Prep Worker, Prep Cooks

OES Code: 650380

18 Firms Responding Representing 157 Employees

## Description

Food preparation workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 8.05	\$6.25
New Hires, Experience	\$5.75-\$ 8.68	\$7.00
3+ Years Experience w/Firm	\$6.00-\$10.00	\$8.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	11 %	6 %	17 %
Dental	6 %	11 %	11 %	17 %
Vision	6 %	11 %	6 %	22 %
Life Insurance	6 %	11 %	6 %	22 %
Sick Leave	22 %	0 %	0 %	22 %
Vacation	22 %	6 %	0 %	17 %
Retirement Plan	11 %	6 %	6 %	22 %
Child Care	0 %	0 %	0 %	44 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	17 %	6 %	44 %
Dental	0 %	17 %	11 %	44 %
Vision	0 %	11 %	6 %	56 %
Life Insurance	0 %	6 %	6 %	61 %
Sick Leave	11 %	0 %	0 %	61 %
Vacation	17 %	6 %	0 %	50 %
Retirement Plan	6 %	6 %	0 %	61 %
Child Care	0 %	0 %	0 %	72 %

### Union/Collective Bargaining

Yes, 3 out of 18 employers responding to the survey report their employees in this occupation are unionized, representing 21% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	6%	32
Full-Time (35 hrs. or more)	10%	39
Part-Time	83%	20
Temporary/On-Call	0%	0
Seasonal	1%	30

## Employer Requirements

### Education

11 out of 18 responding employers require a high school diploma or equivalent, although 7 out of 18 responding employers accept less than a high school education.

### Training

15 out of 18 responding employers do not require employees to have any training prior to employment. 2 out of 18 responding employers require and 1 out of 18 responding employers prefer that employees have an average of 2 months training prior to employment. 10 out of 13 responding employers will allow an average of 6 months training to be substituted for previous work experience.

### Experience

4 out of 18 responding employers require and 9 out of 18 employers prefer an average of 7 months experience in this occupation. 8 out of 13 responding employers allow an average of 6 months experience in related fields (fast food background) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Knowledge of health regulations for handling food
- Knowledge of sandwich making
- Knowledge of money management

### Physical Skills

- Ability to stand, walk, bend, and lift during shift time
- Ability to lift 30 pounds repeatedly
- Ability to work rapidly

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### Personal or Other Skills

- Ability to follow written and oral directions
- Able to work independently
- Abide by employers grooming standards
- Able to handle fast paced work environment

### Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to perform basic math
- Reliability and honesty

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.5 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.5 on a scale of 4).

### Recruitment Methods

13 out of 18 employers responding to this question hire new employees based on referrals from current employees. 12 out of 18 employers responding to this question hire through the response to newspaper advertisements. 8 out of the 18 employers responding to this question hire by accepting walk-in applicants and through in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 41.7% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 620-680 employees (very large)

### Gender

- 29% Male, 71% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Eating and drinking places,
- Individual and family services, and
- Elementary and secondary schools.

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## Projections

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### Annual Job Growth Rate

- 0.61 times the average (slower than average)

### Number of New Hires in the Last Year: 71

- Promotions: 4
- Employees Leaving: 59
- New Positions: 6
- Temporary: 2

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 260 positions

### Employer Projected Occupation Growth

15 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 18 employers project their employment in this occupation will grow over the next 24 months. 1 out of 18 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

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### Promotional Opportunities

12 out of 18 employers promote from this occupation to other positions, such as:

- Line Cook,
- Relief Cook,
- Food Service Specialist, and
- Kitchen Manager.

# General Managers and Top Executives

Alternative Titles: Store Managers, Personnel Managers, Employment Programs Managers, Executive Directors, Executive Vice Presidents

OES Code: 190050

17 Firms Responding Representing 30 Employees

## Description

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. This description does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$10.33-\$31.84	\$20.78
New Hires, Experience	\$ 7.67-\$31.84	\$19.18
3+ Years Experience w/Firm	\$ 8.72-\$39.79	\$23.26

Note: Not all employers hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	65 %	29 %	0 %	6 %
Dental	35 %	35 %	6 %	24 %
Vision	41 %	24 %	0 %	35 %
Life Insurance	71 %	12 %	0 %	18 %
Sick Leave	71 %	6 %	0 %	24 %
Vacation	94 %	6 %	0 %	0 %
Retirement Plan	47 %	35 %	6 %	12 %
Child Care	0 %	12 %	0 %	88 %

Other employee benefits that may be offered include: 401(k) retirement plans; holiday pay; reimbursement of medical expenses; cafeteria benefit plans; clothing allowances; and performance bonuses.

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 20% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	100%	46
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 17 responding employers require at least a high school diploma or equivalent. 6 out of 17 responding employers require a four-year bachelor degree. 4 out of 17 responding employers require a two-year associate degree. 1 out of 17 responding employers requires completion of graduate studies.

### Training

7 out of 17 responding employers either require (4 out of 17) or prefer (3 out of 17) employees have an average of 29 months training in management and accounting. 3 out of 15 responding employers allow an average of 32 months training to be substituted for previous work experience.

### Experience

15 out of 17 responding employers either require (8 out of 17) or prefer (7 out of 17) an average of 45 months experience in this occupation. 9 out of 15 responding employers allow an average of 45 months experience in related fields (accounting, supervisory, management) to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to lead and supervise management team
- Knowledge or background in human resources and/or accounting
- Ability to hire management/staff personnel
- Ability to apply management techniques
- Problem solving

### Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Ability to delegate effectively
- Customer service

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**Basic Skills**

- Ability to read and follow directions
- Ability to write legibly
- Oral communication
- Business math

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**Supply and Demand**

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**Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Very Difficult (3.25 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

**Recruitment Methods**

11 out of 17 employers responding to this question hire new employees through in-house promotions and transfers. 9 out of 17 employers hire based on the response to newspaper advertisements. 6 out of 17 employers responding to this question staff based on the response to advertisements placed in trade journals.

**Annual Turnover**

Employers responding to the survey report a 16.7% annual turnover rate.

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**Size of Occupation**

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**Size of Occupation**

- 1730-1980 employees (very large)

**Gender**

- 77% Male, 23% Female

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**Where The Jobs Are**

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**The major employing industries include:**

- Grocery stores,
- Eating places,
- Residential care facilities,
- Individual and family services,
- Hospitals,
- Elementary and secondary schools, and
- Government (state, county and city).

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**Projections**

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**Annual Job Growth Rate**

- 0.70 times the average (slower than average)

**Number of New Hires in the Last Year: 5**

- Promotions: 1
- Employees Leaving: 4
- New Positions: 0
- Temporary: 0

**Projected Job Openings (Through 2002)**

- Job Openings from Growth: 250 positions
- Job Openings from Separations: 260 positions

**Employer Projected Occupation Growth**

16 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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**Other Information**

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**Promotional Opportunities**

7 out of 17 employers promote from this occupation to other positions, such as:

- Director of Operations,
- District Manager or District Supervisor,
- Buyer, and
- President and CEO.

# General Office Clerks

Alternative Titles: Administrative Assistants, General Office Assistants, Office Assistants, Office Clerks, Office Coordinators, Records Clerks, Schedulers, Transcriptionists

OES Code: 553470

23 Firms Responding Representing 147 Employees

## Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 9.00	\$7.04
New Hires, Experience	\$5.75-\$10.64	\$7.87
3+ Years Experience w/Firm	\$7.00-\$12.66	\$9.21

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	52 %	26 %	4 %	0 %
Dental	30 %	22 %	9 %	22 %
Vision	22 %	9 %	9 %	43 %
Life Insurance	48 %	4 %	9 %	22 %
Sick Leave	57 %	0 %	0 %	26 %
Vacation	78 %	0 %	0 %	4 %
Retirement Plan	22 %	39 %	9 %	13 %
Child Care	0 %	0 %	13 %	70 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	4 %	0 %	30 %
Dental	0 %	4 %	0 %	30 %
Vision	0 %	4 %	0 %	30 %
Life Insurance	0 %	4 %	0 %	30 %
Sick Leave	4 %	0 %	0 %	30 %
Vacation	13 %	0 %	0 %	22 %
Retirement Plan	4 %	0 %	0 %	30 %
Child Care	0 %	0 %	0 %	35 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes, 2 out of 23 employers responding to the survey report their employees in this occupation are unionized, representing 28% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	82%	40
Part-Time	13%	20
Temporary/On-Call	4%	17
Seasonal	1%	40

## Employer Requirements

### Education

21 out of 23 responding employers require at least a high school diploma or equivalent. 1 out of 23 responding employers require a two-year associate degree, while 2 out of 23 responding employers will accept less than a high school education.

### Training

5 out of 23 responding employers require and 5 out of 23 responding employers prefer that employees have an average of 8 months training prior to employment. 10 out of 21 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

21 out of 23 responding employers either require (9 out of 23) or prefer (12 out of 23) an average of 10 months experience in this occupation. 14 out of 21 responding employers will allow an average of 10 months experience in related fields (retail sales, customer service, receptionist, accounting clerk) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Many positions require accounting background
- General office procedures
- Computer knowledge

### Physical Skills

- Able to sit, stand, walk and climb for normal shift hours

### Personal or Other Skills

- Ability to work with others
- Ability to work under supervision

- Detail oriented

#### **Basic Skills**

- Good reading and writing skills
- Able to follow all directions
- Good communication skills

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Not Difficult (1.67 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.93 on a scale of 4).

#### **Recruitment Methods**

19 out of 23 employers responding to this question hire new employees based on referrals from current employees. 14 out of 23 employers responding to this question hire through the response to newspaper advertisements. 12 out of 23 employers responding to this question hire by accepting walk-in applicants.

#### **Annual Turnover**

Employers responding to the survey report an 18.2% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 1150-1370 employees (very large)

#### **Gender**

- 3% Male, 97% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Local government, excluding hospitals and education facilities,
- Elementary and secondary schools,
- Personnel supply services,
- Offices and clinics of medical doctors,
- Department stores,
- State government, excluding hospitals and education facilities,
- Federal government, and
- New and used car dealers.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.20 times the average (faster than average).

#### **Number of New Hires in the Last Year: 33**

- Promotions: 16
- Employees Leaving: 10
- New Positions: 4
- Temporary: 3

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 220 positions
- Job Openings from Separations: 250 positions

#### **Employer Projected Occupation Growth**

18 out of 23 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 23 employers project their employment in this occupation will grow over the next 24 months. 1 out of 23 employers project their employment in this occupation will decline over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

17 out of 23 employers promote from this occupation to other positions, such as:

- Supervisor,
- Office Manager,
- Account Clerk,
- Teller,
- Staff Coordinator, and
- Lead Bookkeeper.

# Guards and Watch Guards

Alternative Titles: Campus Security, Casino Guards, Driver Custodians, Gate Attendants, Security Guards, Security Officers, Store Protection Specialists

OES Code: 630470

15 Firms Responding Representing 344 Employees

## Description

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 8.00	\$6.33
New Hires, Experience	\$6.00-\$11.73	\$7.00
3+ Years Experience w/Firm	\$6.00-\$12.48	\$9.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	27 %	7 %	27 %
Dental	20 %	20 %	7 %	40 %
Vision	13 %	20 %	7 %	47 %
Life Insurance	20 %	20 %	0 %	47 %
Sick Leave	40 %	7 %	0 %	40 %
Vacation	53 %	7 %	0 %	27 %
Retirement Plan	7 %	33 %	13 %	33 %
Child Care	0 %	0 %	0 %	87 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	7 %	20 %	0 %	53 %
Dental	0 %	20 %	0 %	60 %
Vision	0 %	20 %	0 %	60 %
Life Insurance	0 %	20 %	0 %	60 %
Sick Leave	13 %	7 %	0 %	60 %
Vacation	27 %	7 %	0 %	47 %
Retirement Plan	7 %	7 %	7 %	60 %
Child Care	0 %	0 %	0 %	80 %

Other employee benefits that may be offered include: 401(k) retirement plans; cessation of life coverage.

### Union/Collective Bargaining

Yes, 2 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 3% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	51%	37
Part-Time	38%	20
Temporary/On-Call	3%	11
Seasonal	8%	26

## Employer Requirements

### Education

11 out of 15 responding employers require a high school diploma or equivalent, although 4 out of 15 responding employers will accept less than a high school education.

### Training

10 out of 15 responding employers do not require employees have training. 5 out of 15 responding employers require employees have an average of 4 months training prior to employment. 7 out of 10 responding employers will allow an average of 9 months training to be substituted for previous work experience.

### Experience

10 out of 15 responding employers either require (4 out of 15) or prefer (6 out of 15) an average of 12 months experience in this occupation. 10 out of 10 responding employers will allow an average of 15 months experience in related fields (military, law enforcement) to be substituted for previous experience.

### License/Certification

Employees in this occupation who carry weapons are required to obtain a Security Guard Registration with the Bureau of Security and Investigative Services (State of California Department of Consumers Affairs). Applicants must be 18 years of age and complete a Bureau-developed power to arrest training manual with a score of 100% through their employer or a school approved by the Bureau. Applicants will also be fingerprinted to conduct a criminal records check.

Employees armed with a baton are required to obtain a Baton Permit with the Bureau of Security and Investigative Services (State of California Department of Consumers Affairs). Applicants must receive baton training from a Bureau-licensed training facility or instructor in order to receive this permit.

Employees carrying firearms are required to obtain a Firearm Permit with the Bureau of Security and Investigative Services (State of California Department of Consumers Affairs). Applicants must receive firearms training in classroom and on range by Bureau-approved instructors and facilities. The applicant's weapon(s) must be currently registered or licensed. The applicant must pass a written and range exam, and pass a criminal record background check.

#### Technical Skills

- Security training
- Crowd control
- Clean background check
- Possession of a clean Department of Motor Vehicles driving record
- Valid drivers license with insurance
- Must pass drug testing
- Follow safety procedures
- First aid and CPR training

#### Physical Skills

- Ability to stand, walk, or run

#### Personal or Other Skills

- Ability to work independently
- People and communication skills
- Aware of employers grooming standards
- Good customer service skills

#### Basic Skills

- Able to read and follow instructions, directions
- Basic math knowledge
- Legible handwriting
- Reliability and honesty

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.45 on a scale of 4).

#### Recruitment Methods

10 out of 15 employers responding to this question hire new employees based on the response to newspaper advertisements. 9 out of 15 employers responding to this question hire based on referrals from current employees. 7 out of 15 employers responding to this question hire by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 44.9% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 400-380 employees (very large).

#### Gender

- 81% Male, 19% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Miscellaneous business services (including private security guard services, detective agencies and armored car services), and
- Miscellaneous amusement and recreation services.

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### Projections

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#### Annual Job Growth Rate

- -0.31 times the average (slow decline)

#### Number of New Hires in the Last Year: 212

- Promotions: 16
- Employees Leaving: 124
- New Positions: 32
- Temporary: 40

#### Projected Job Openings (Through 2004)

- Job Openings from Growth: -20 positions
- Job Openings from Separations: 70 positions

#### Employer Projected Occupation Growth

11 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

9 out of 15 employers promote from this occupation to other positions, such as:

- Security Supervisor,
- Supervising Sergeant,
- Department Supervisor, and
- Site Supervisor.



# Hairdressers, Hairstylists and Cosmetologists

Alternative Titles: Stylists, Salon Technicians

OES Code: 680050

14 Firms Responding Representing 114 Employees

## Description

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hairstyles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. This description does not include Shampooers, Manicurists, and Beauty School Instructors.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 6.50	\$5.75
New Hires, Experience	\$5.75-\$ 7.14	\$5.78
3+ Years Experience w/Firm	\$5.75-\$11.10	\$6.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	14 %	7 %	43 %
Dental	14 %	0 %	14 %	64 %
Vision	0 %	0 %	14 %	79 %
Life Insurance	21 %	0 %	0 %	71 %
Sick Leave	21 %	0 %	0 %	71 %
Vacation	50 %	0 %	7 %	36 %
Retirement Plan	7 %	0 %	0 %	86 %
Child Care	0 %	0 %	0 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	7 %	57 %
Dental	0 %	0 %	7 %	57 %
Vision	0 %	0 %	7 %	57 %
Life Insurance	0 %	0 %	0 %	64 %
Sick Leave	0 %	0 %	0 %	64 %
Vacation	14 %	0 %	7 %	43 %
Retirement Plan	0 %	0 %	0 %	64 %
Child Care	0 %	0 %	0 %	64 %

Other employee benefits that may be offered include: commissions offsetting base salary; earning tips; and commissions and bonuses on product sales.

### Union/Collective Bargaining

None. 14 out of 14 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours:

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	5%	32
Full-Time (35 hrs. or more)	70%	39
Part-Time	25%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

7 out of 14 responding employers require a high school diploma or equivalent. 7 out of 14 responding employers accept less than a high school education.

### Training

14 out of 14 responding employers require that employees have an average of 11 months training in cosmetology or beauty school. 3 out of 11 responding employers allow an average of 10 months training to be substituted for previous work experience.

### Experience

11 out of 14 responding employers either require (2 out of 14) or prefer (9 out of 14) an average of 21 months experience in this occupation. 11 out of 11 responding employers do not allow experience in related fields to substitute for previous experience.

### License/Certification

Hairstylists must pass an examination given by the California Board of Cosmetology. The examination is a part written/part practical demonstration of the candidate's ability.

Candidates for examination must hold at least a 10<sup>th</sup> grade education, be at least 17 years old and have completed 1600 hours of approved cosmetology instruction. A less common method of qualifying for the examination is to work as an apprentice for two years in a beauty salon under the supervision of a licensed Cosmetologist and attend 350 hours of classroom instruction.

Cosmetologist licenses are renewed every 2 years.

### Technical Skills

- Ability to follow patron's instructions
- Ability to explain and suggest new products and beauty treatments

- Ability to work flexible work hours
- Ability to schedule appointments
- Inventory control on salon products

#### Physical Skills

- Ability to stand for 2 hours or more at a time
- Care in handling certain chemical products

#### Personal or Other Skills

- Ability to listen carefully to customer's instructions
- Pleasant and friendly manner
- Professional appearance and hygiene
- Neat and orderly work station
- Ability to work independently

#### Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to suggest, advise and explain beauty treatments to customers

Cosmetologists require excellent customer service skills, and must keep current on new styles and products via continuing education. Cosmetologists may also need to purchase their own equipment to perform their job.

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4)

#### Recruitment Methods

13 out of 14 employers responding to this question hire new employees based on the response to newspaper advertisements. 9 out of 14 employers responding to this question hire based on referrals from current employees. 8 out of 14 employers responding to this question hire via direct referrals from schools and programs.

#### Annual Turnover

Employers responding to the survey report a 32.1% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 120-190 employees (large)

#### Gender

- 2% Male, 98% Female

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### Where The Jobs Are

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#### The major employing industries include:

- Beauty shops, and
- Department stores.

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### Projections

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#### Annual Job Growth Rate

- 2.83 times the average (much faster than average)

#### Number of New Hires in the Last Year: 43

- Promotions: 7
- Employees Leaving: 27
- New Positions: 8
- Temporary: 1

#### Projected Job Openings (Through 2002)

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 30 positions

#### Employer Projected Occupation Growth

7 out of 14 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 7 out of 14 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

10 out of 14 employers promote from this occupation to other positions, such as:

- Assistant or Shift Manager,
- Salon or Store Manager, and
- General Manager.

# Heating, Air Conditioning, Refrigeration Mechanics and Installers

Alternative Titles: Service Technicians, Journey-Level Service Technicians, Mechanical Craftworkers

OES Code: 859020

15 Firms Responding Representing 102 Employees

## Description

Heating, Air Conditioning, and Refrigeration (aka HACR) Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This description does not include workers who do only plumbing and pipefitting work.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$ 6.00-\$ 8.00	\$ 7.51
New Hires, Experience	\$ 7.00-\$16.00	\$12.53
3+ Years Experience w/Firm	\$14.00-\$20.65	\$15.06

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$20.15-\$20.15	\$20.15
New Hires, Experience	\$12.84-\$30.70	\$14.68
3+ Years Experience w/Firm	\$13.48-\$34.72	\$17.90

Note: Union wages reflect contracts with three different unions. Only a few union employers on the best-paying contract hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	60 %	20 %	0 %	20 %
Dental	33 %	13 %	0 %	53 %
Vision	13 %	13 %	0 %	73 %
Life Insurance	40 %	0 %	0 %	60 %
Sick Leave	27 %	0 %	0 %	73 %
Vacation	67 %	0 %	0 %	33 %
Retirement Plan	33 %	33 %	7 %	27 %
Child Care	0 %	0 %	7 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	7 %	7 %	0 %	27 %
Dental	0 %	0 %	0 %	40 %
Vision	0 %	0 %	0 %	40 %
Life Insurance	7 %	0 %	0 %	33 %
Sick Leave	0 %	0 %	0 %	40 %
Vacation	7 %	0 %	0 %	33 %
Retirement Plan	7 %	7 %	0 %	27 %
Child Care	0 %	0 %	0 %	40 %

Other employee benefits that may be offered include: holiday pay; performance bonuses; and commissions.

### Union/Collective Bargaining

Yes, 3 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 12% of the workforce.

### Employment Status and Average Weekly Hours:

	% of Employees	Weekly Hours
Full-Time	87%	39
Part-Time	9%	24
Temporary/On-Call	2%	40
Seasonal	2%	25

## Employer Requirements

### Education

14 out of 15 responding employers require at least a high school diploma or equivalent. 1 out of 15 responding employers requires a two-year associate degree. 1 out of 15 responding employers accepts less than a high school education.

### Training

11 out of 15 responding employers either require (9 out of 15) or prefer (2 out of 15) employees have an average of 23 months training in HAC mechanics and installation. 6 out of 13 responding employers allow an average of 24 months training to be substituted for previous work experience.

### Experience

13 out of 15 responding employers either require (6 out of 15) or prefer (7 out of 15) an average of 34 months experience in this occupation. 6 out of 13 responding employers allow an average of 26 months experience in related fields (plumbing, welding, electrical) to be substituted for previous experience.

### License/Certification

The usual training for HACR mechanics in unionized areas is completing a 4 to 5 year apprenticeship. Applicants must be at least 18 years old and achieve passing scores on written and oral examinations measuring both knowledge and motivation to enter the program. Apprenticeships consist of classroom work combined with on-the-job training.

Certification is also available at community colleges and regional occupational programs.

#### Technical Skills

- Ability to measure distance, angles, circles, arcs, temperature, weight, volume and pressure
- Identification and interpretation of geometric figures, graphs, scales, and gauge indications
- Install, maintain and repair equipment
- Ability to read blueprints, design specifications and manufacturer instructions
- Troubleshooting
- Ability to install in residential and commercial settings
- Knowledge of new systems and installation
- Ability to read and understand building codes and regulations
- Valid drivers license
- Bondable

#### Physical Skills

- Ability to work outdoors in types of weather
- Physically fit for lifting and moving heavy pieces of equipment
- Ability to work on ladders or scaffolding
- Ability to work in awkward or cramped positions

#### Personal or Other Skills

- Ability to work independently
- Ability to understand technical information
- Ability to analyze and locate problems
- Ability to keep technical and diagnostic notes
- Ability to compile data for reports, records, warranties, invoices and contracts
- Understand the principles of heat transfer, combustion, temperature, pressure, electricity and magnetism
- Customer service

#### Basic Skills

- Ability to apply math concepts, compute formulas and equations
- Ability to read and follow directions
- Ability to write legibly
- Oral communications

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.67 on a scale of 4)

#### Recruitment Methods

8 out of 15 employers responding to this question hire new employees based on response to newspaper advertisements and referrals from current employees. 7 out of 15

employers responding to this question hire by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 10.3% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 40-50 employees (small)  
Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

#### Gender

- 93% Male, 7% Female

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### Where The Jobs Are

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#### The major employing industries include:

- Plumbing, heating and air conditioning firms,
- General construction, and
- Junior colleges.

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### Projections

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#### Annual Job Growth Rate

- 1.21 times the average (faster than average)

#### Number of New Hires in the Last Year:

	25
• Promotions:	6
• Employees Leaving:	3
• New Positions:	15
• Temporary:	1

#### Projected Job Openings (Through 2002)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

#### Employer Projected Occupation Growth

8 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months. 2 out of 15 employers project their employment in this occupation will decline over the next 24 months.

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### Other Information

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#### Promotional Opportunities

11 out of 15 employers promote from this occupation to other positions, such as:

- Journey-Level, Installer or Service Technician,
- Supervisor or Foreperson, and
- Shop or Service Manager.

# Home Health Aides

Alternative Titles: Certified Home Health Aides, Caregivers, Resident Assistants

OES Code: 660110

20 Firms Responding Representing 267 Employees

## Description

Home Health Aides care for elderly, convalescent, or handicapped persons in the home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. This description does not include Nursing Aides and Homemakers.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$6.50	\$6.00
New Hires, Experience	\$5.75-\$8.00	\$6.50
3+ Years Experience w/Firm	\$6.00-\$8.72	\$7.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	16 %	26 %	11 %	37 %
Dental	5 %	16 %	5 %	63 %
Vision	0 %	16 %	5 %	68 %
Life Insurance	5 %	16 %	5 %	63 %
Sick Leave	26 %	11 %	0 %	53 %
Vacation	53 %	11 %	0 %	26 %
Retirement Plan	0 %	11 %	0 %	79 %
Child Care	0 %	0 %	0 %	89 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	5 %	5 %	74 %
Dental	0 %	5 %	0 %	79 %
Vision	0 %	5 %	0 %	79 %
Life Insurance	0 %	5 %	5 %	74 %
Sick Leave	11 %	0 %	0 %	74 %
Vacation	21 %	0 %	0 %	63 %
Retirement Plan	0 %	0 %	0 %	84 %
Child Care	0 %	0 %	0 %	84 %

Other employee benefits that may be offered include: performance bonuses; time-off credit; and free meals.

### Union/Collective Bargaining

None. 20 out of 20 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	53%	40
Part-Time	30%	24
Temporary/On-Call	17%	25
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 20 responding employers require a high school diploma or equivalent. 3 out of 20 responding employers accept less than a high school education.

### Training

8 out of 20 responding employers either require (6 out of 20) or prefer (2 out of 20) employees have an average of 12 months training as a home health aide. 9 out of 16 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

16 out of 20 responding employers either require (2 out of 20) or prefer (14 out of 20) an average of 8 months experience in this occupation. 10 out of 16 responding employers allow an average of 8 months experience in related fields (housekeeping, nursing aide) to be substituted for previous experience.

### License/Certification

Employees require a Home Health Aide Certificate, issued by the State Department of Health Services. This certificate is earned by completing 120 hours of specialized training in areas such as basic nutrition, meal planning and preparation, home cleaning tasks, and techniques for bathing, turning, and transferring patients.

### Technical Skills

- Safety knowledge in moving and lifting patients
- Necessary patient hygiene care
- Ability to prepare meals including special diets
- Ability to clean and maintain home
- Ability to take and chart patients' vital signs
- Ability to dispense medications
- Ability to keep accurate records

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### Physical Skills

- Ability to bend, lift and move patient in and out of bed, bath and/or wheelchair

### Personal or Other Skills:

- Ability to handle patients' suffering that might be due to physical or emotional problems
- Ability to work independently
- Good listener
- Ability to cook and serve meals

### Basic Skills:

- Ability to read and follow directions
- Oral communications
- Ability to write legibly

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.89 on a scale of 4)

### Recruitment Methods

18 out of 20 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 20 employers responding to this question hire based on referrals from current employees. 9 out of 20 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 28.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 100-200 employees (medium-large)  
Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

### Gender

- 9% Male, 91% Female

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## Where The Jobs Are

### The major employing industries include:

- Residential care facilities,
- Help supply services (employment agencies),
- Home health care services, and

- General medical and surgical hospitals.

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## Projections

### Annual Job Growth Rate

- 4.86 times the average (much faster than average)

### Number of New Hires in the Last Year: 125

- Promotions: 14
- Employees Leaving: 61
- New Positions: 5
- Temporary: 45

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 100 positions
- Job Openings from Separations: 20 positions

### Employers Projected Occupation Growth

12 out of 20 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 7 out of 20 employers project their employment in this occupation will grow over the next 24 months. 1 out of 20 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

11 out of 20 employers promote from this occupation to other positions, such as:

- Supervisor,
- Head Supervisor, and
- Facility Manager.

# Hosts, Hostesses – Restaurant, Lounge or Coffee Shop

Alternative Titles: Seaters, Greeters

OES Code: 650020

16 Firms Responding Representing 83 Employees

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## Description

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Hosts and Hostesses - Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounges and insure quality of facilities and service.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$8.56	\$5.88
New Hires, Experience	\$5.75-\$8.56	\$6.25
3+ Years Experience w/Firm	\$5.75-\$8.85	\$6.75

### Benefits

Note: 6 out of 16 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	50%	33%
Dental Insurance	33%	17%
Vision Insurance	17%	17%
Life Insurance	17%	17%
Paid Sick Leave	0%	83%
Paid Vacation	67%	83%
Retirement Plan	33%	17%
Child Care	0%	0%

Employers may have waiting periods for part-time workers for benefits or may make certain benefits available to part-time workers to purchase.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	6%	25
Full-Time (35 hrs. or more)	6%	40
Part-Time	84%	2
Temporary/On-Call	2%	6
Seasonal	1%	4

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## Employer Requirements

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### Education

12 out of 16 responding employers report recent hires have at least a high school diploma or equivalent. 4 out of 16 responding employers report recent hires

have some college but no degree. 4 out of 16 responding employers report recent hires have less than a high school education.

### Training

0 out of 16 responding employers require training.

### Experience

5 out of 16 responding employers either sometimes (3 out of 16) or always (1 out of 16) require work-related experience of 6 months in hosting and cocktail serving. 15 out of 16 responding employers either usually (7 out of 16) or always (8 out of 16) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Supervision
- Record keeping
- Cash handling
- Ability to operate a cash register
- Ability to write effectively

### Physical Skills

- Ability to stand continuously for 2 or more hours

### Personal or Other Skills

- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer Service

### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that working with the public, appropriate dress and language usage, and customer service skills would be needed in this occupation.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.06 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (1.53 on a scale of 4)

### Recruitment Methods

14 out of 16 employers responding to this question hire new employees based on referrals from current employees. 12 out of 16 employers responding to this question staff by accepting unsolicited applications. 5 out of 16 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 64.9% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 90-100 employees (medium).

### Gender

- 12% Male, 88% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Eating places.

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## Projections

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### Annual Job Growth Rate

- 0.90 times the average (average)

### Number of New Hires in the Last Year: 60

- Promotions: 15
- Employees Leaving: 35
- New Positions: 6
- Temporary: 4

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

11 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 5 out of 16

employers project their employment in this occupation will grow over the next 36 months.

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## Other Information

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### Promotional Opportunities

16 out of 16 employers promote from this occupation to other positions, such as:

- Buser,
- Server,
- Waiting Staff, and
- Cashier.



# Hotel Desk Clerks

Alternative Titles: Front Desk Associates, Front Desk Clerks, Guest Service Agents, Reservation Clerks

OES Code: 538080

23 Firms Responding Representing 209 Employees

## Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$7.25	\$5.88
New Hires, Experience	\$5.75-\$7.50	\$6.25
3+ Years Experience w/Firm	\$6.25-\$8.50	\$7.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	17 %	4 %	43 %
Dental	9 %	13 %	4 %	52 %
Vision	4 %	13 %	4 %	57 %
Life Insurance	17 %	9 %	4 %	48 %
Sick Leave	17 %	0 %	0 %	61 %
Vacation	35 %	4 %	4 %	35 %
Retirement Plan	4 %	13 %	9 %	52 %
Child Care	0 %	0 %	0 %	78 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	4 %	4 %	4 %	61 %
Dental	4 %	9 %	0 %	61 %
Vision	0 %	9 %	0 %	65 %
Life Insurance	4 %	9 %	0 %	61 %
Sick Leave	9 %	0 %	0 %	65 %
Vacation	35 %	4 %	4 %	30 %
Retirement Plan	0 %	9 %	4 %	61 %
Child Care	0 %	0 %	0 %	74 %

Other employee benefits that may be offered include: free rent and utilities; bereavement time off; reduced rental fees; 401(k) retirement plans; hotel discounts.

### Union/Collective Bargaining

None. 23 out of 23 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	65%	40
Part-Time	31%	27
Temporary/On-Call	1%	16
Seasonal	3%	31

## Employer Requirements

### Education

16 out of 23 responding employers require at least a high school diploma or equivalent. 7 out of 23 responding employers will accept less than a high school education.

### Training

18 out of 23 responding employers do not require employees have any training. 5 out of 23 responding employers require that employees have an average of 3 months "on-the-job" training prior to employment. 4 out of 12 responding employers allow an average of 3 months training to be substituted for previous work experience.

### Experience

4 out of 23 responding employers require and 8 out of 23 responding employers prefer an average of 7 months experience in this occupation. 10 out of 12 employers allow an average of 8 months experience in related fields (customer service, fast foods, office clerk, receptionist, retail clerk) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Be familiar with business layout
- Safety procedures for personnel and guests
- Computer knowledge
- Money management skills
- Ability to follow billing procedures

### Physical Skills

- Must be able to stand, walk, reach, stoop for shift hours
- Ability to lift up to 20 pounds

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### Personal or Other Skills

- Understanding of different cultures
- Ability to handle crises situations
- Ability to work independently
- Good grooming
- Public relation skills

### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills
- Good math skills

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.68 on a scale of 4).

### Recruitment Methods

17 out of 23 employers responding to this question hire new employees based on response to newspaper advertisements. 15 out of 23 employers responding to this question hire based on referrals from current employees, and by accepting walk-in applications. 10 out of 23 employers responding to this question hire through job orders placed with the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 27.5% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 100-110 employees (medium).

### Gender

- 22% Male, 78% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Hotels and motels.

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## Projections

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### Annual Job Growth Rate

- 0.63 times the average (slower than average)

### Number of New Hires in the Last Year: 64

- Promotions: 6
- Employees Leaving: 51
- New Positions: 2
- Temporary: 5

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

22 out of 23 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 23 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

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### Promotional Opportunities

9 out of 23 employers promote from this occupation to other positions, such as:

- Shift Managers,
- General Office Clerk,
- Night Auditor,
- Supervisor,
- Desk Supervisor,
- Day Manager, and
- Front Desk Manager.

# Instructional Aides

Alternative Titles: Teachers Aides, Instructional Assistants

OES Code: 315211

19 Firms Responding Representing 369 Employees

## Description

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks and activities involving games, sports, and arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$5.75-\$7.67	\$6.12
New Hires, Experience	\$5.75-\$8.48	\$6.68
3+ Years Experience w/Firm	\$6.25-\$9.54	\$7.48

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$6.63-\$8.22	\$7.00
New Hires, Experience	\$6.68-\$9.08	\$7.61
3+ Years Experience w/Firm	\$7.37-\$9.78	\$8.04

### Benefits

Note: 13 out of 19 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	69%	31%
Dental Insurance	69%	31%
Vision Insurance	62%	31%
Life Insurance	46%	31%
Paid Sick Leave	62%	62%
Paid Vacation	46%	62%
Retirement Plan	62%	31%
Child Care	15%	8%

Other employee benefits that may be offered include: paid holidays. Employers may make certain benefits available for full-time workers to purchase, or have a minimum-hours-worked requirement. Benefits for part-time workers may be pro-rated.

### Union/Collective Bargaining

Yes, 9 out of 19 employers responding to the survey report their employees in this occupation are unionized, representing 82% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	1%	38
Part-Time	98%	22
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

19 out of 19 responding employers report recent hires have at least a high school diploma or equivalent. 6 out of 19 responding employers report recent hires have some college but no degree. 1 out of 19 responding employers report recent hires have a two-year associate degree. 1 out of 19 responding employers report recent hires have a four-year bachelor degree. 1 out of 19 responding employers report recent hires have completed graduate studies.

### Training

11 out of 19 responding employers require a range of 4-6 months of training (or certification) in instructional aide coursework and/or successful completion of a proficiency exam through the County Office of Education prior to employment.

### Experience

16 out of 19 responding employers either sometimes (11 out of 19), usually (3 out of 19) or always (2 out of 19) require work-related experience ranging between 9-36 months in working with children, childcare or instructional aide positions. 19 out of 19 responding employers will either sometimes (7 out of 19), usually (6 out of 19) or always (6 out of 19) allow training to substitute for previous experience.

### License/Certification

While there is no state-mandated requirement, a proficiency test and/or Early Childhood Education coursework requirements may be needed at the local level to obtain employment in this occupation.

### Technical Skills

- Ability to apply teaching techniques
- Knowledge of early childhood development
- Ability to operate audiovisual equipment
- Oral reading

- Music
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of an Early childhood Development Certificate
- Ability to write effectively
- Ability to type at least 45 wpm

#### Physical Skills

- Pass a pre-employment medical examination

#### Personal or Other Skills

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to work independently
- Ability to exercise patience

#### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees skilled in word processing and basic computer operation. Over the next three years, employers noted that computer, behavior management, internet, teaching of basic reading and effective teaching technique skills will be needed in this occupation.

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.11 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (1.67 on a scale of 4)

#### Recruitment Methods

16 out of 19 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 19 employers responding to this question staff via in-house promotions and transfers. 8 out of 19 employers responding to this question hire based on referrals from current employees.

#### Annual Turnover

Employers responding to the survey report a 14.5% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 1220-1420 employees (very large).

#### Gender

- 2% Male, 98% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Elementary and secondary schools.

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### Projections

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#### Annual Job Growth Rate

- 1.30 times the average (faster than average)

#### Number of New Hires in the Last Year: 79

- Promotions: 14
- Employees Leaving: 37
- New Positions: 17
- Temporary: 11

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 200 positions
- Job Openings from Separations: 200 positions

#### Employer Projected Occupation Growth

15 out of 19 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 1 out of 19 employers project their employment in this occupation will grow over the next 36 months. 3 out of 19 employers project their employment in this occupation will decline over the next 36 months.

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### Other Information

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#### Promotional Opportunities

13 out of 19 employers promote from this occupation to other positions, such as:

- Health Clerk,
- Library Clerk,
- Office or Administration Positions, and
- Teacher (when appropriately credentialed).

# Janitors and Cleaners – Except Maids and Housekeeping Cleaners

Alternative Titles: Custodians, Maintenance Clerks, Maintenance Associates, Utility Clerks

OES Code: 670050

17 Firms Responding Representing 203 Employees

## Description

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions and cleaning snow or debris from sidewalks. Does not include Maids and Housekeepers.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$5.75-\$10.18	\$6.03
New Hires, Experience	\$5.75-\$10.18	\$6.30
3+ Years Experience w/Firm	\$5.75-\$15.25	\$7.50

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$ 8.02-\$10.19	\$ 8.72
New Hires, Experience	\$ 8.02-\$10.19	\$ 9.77
3+ Years Experience w/Firm	\$10.49-\$12.48	\$10.97

### Benefits

Note: 13 out of 17 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	85%	31%
Dental Insurance	77%	23%
Vision Insurance	62%	15%
Life Insurance	54%	15%
Paid Sick Leave	85%	54%
Paid Vacation	92%	54%
Retirement Plan	77%	31%
Child Care	15%	0%

Other employee benefits that may be offered include: 401(k) retirement plan. On certain benefits employers may impose waiting periods for full-time and part-time workers, a minimum hours worked requirement on part-time workers, may these benefits available for purchase by part-time workers, or may require employees co-pay for these benefits.

## Union/Collective Bargaining

Yes, 4 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 16% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	40%	40
Part-Time	57%	27
Temporary/On-Call	3%	31
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 17 responding employers report recent hires have at least a high school diploma or equivalent. 1 out of 17 responding employers report recent hires have some college but no degree.

### Training

0 out of 17 responding employers require training.

### Experience

11 out of 17 responding employers either sometimes (6 out of 17), usually (4 out of 17) or always (1 out of 17) require work-related experience ranging between 1-36 months in maintenance and custodial work. 16 out of 17 responding employers will either sometimes (6 out of 17), usually (6 out of 17) or always (4 out of 17) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to operate floor polishing equipment
- Understanding of cleaning compounds and solutions
- Brush painting
- Lawn and garden care
- Window washing
- Pest extermination
- Painting
- Ceramic or floor tile repair
- Carpentry

- Bondable
- Ability to shampoo carpets
- Possession of a valid driver's license

#### Physical Skills

- Lift at least 100 pounds repeatedly

#### Personal or Other Skills

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

#### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that working unsupervised, usage of industry-specific equipment and computer skills will be needed in this occupation.

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.18 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.06 on a scale of 4)

#### Recruitment Methods

10 out of 17 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 17 employers responding to this question staff via in-house promotions and transfers and based on referrals from current employees.

#### Annual Turnover

Employers responding to the survey report a 29.2% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 740-830 employees (very large).

#### Gender

- 68% Male, 32% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Elementary and secondary schools,
- Building cleaning and maintenance services (NEC),
- Eating places, and
- Grocery stores.

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### Projections

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#### Annual Job Growth Rate

- 1.00 times the average (average)

#### Number of New Hires in the Last Year: 80

- Promotions: 4
- Employees Leaving: 48
- New Positions: 25
- Temporary: 3

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 90 positions
- Job Openings from Separations: 110 positions

#### Employer Projected Occupation Growth

14 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 3 out of 17 employers project their employment in this occupation will grow over the next 36 months.

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### Other Information

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#### Promotional Opportunities

10 out of 17 employers promote from this occupation to other positions, such as:

- Carpet Cleaner,
- Lead Custodian, and
- Supervisor.

# Legal Secretaries

Alternative Titles: Legal Assistants, Paralegals

OES Code: 551020

16 Firms Responding Representing 69 Employees

## Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and many review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$11.20	\$ 7.48
New Hires, Experience	\$7.00-\$13.15	\$10.46
3+ Years Experience w/Firm	\$9.00-\$14.47	\$12.41

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	13 %	0 %	13 %
Dental	31 %	13 %	0 %	50 %
Vision	13 %	6 %	0 %	75 %
Life Insurance	38 %	0 %	0 %	56 %
Sick Leave	81 %	0 %	0 %	13 %
Vacation	88 %	0 %	0 %	6 %
Retirement Plan	44 %	25 %	0 %	25 %
Child Care	0 %	0 %	0 %	94 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	6 %	6 %	31 %
Dental	0 %	6 %	0 %	38 %
Vision	6 %	0 %	0 %	38 %
Life Insurance	6 %	0 %	0 %	38 %
Sick Leave	13 %	0 %	0 %	31 %
Vacation	19 %	0 %	0 %	25 %
Retirement Plan	13 %	6 %	0 %	25 %
Child Care	0 %	0 %	0 %	44 %

Other employee benefits that may be offered include: cafeteria benefit plan; and paid holidays.

### Union/Collective Bargaining

Yes, 3 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 29% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	90%	38
Part-Time	10%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers require at least a high school diploma or equivalent. 3 out of 16 responding employers require a two-year associate degree.

### Training

9 out of 16 responding employers require employees have an average of 23 months training at legal secretary school. 5 out of 14 responding employers allow an average of 14 months training to be substituted for previous work experience.

### Experience

14 out of 16 responding employers either require (5 out of 16) or prefer (9 out of 16) an average of 30 months experience in this occupation. 2 out of 14 responding employers allow an average of 14 months experience in related fields (secretarial) to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to type 50 to 90 wpm
- Technical legal terminology
- Processing formal legal documents
- Computer knowledge
- Stress management
- Ability and knowledge of scheduling court appearances
- Bookkeeping knowledge
- Case management
- Editing and assembly of legal papers and files
- Ability to take and transcribe accurate notes
- High standard of confidentiality
- Ability to do spreadsheets
- Ability to maintain database files

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## Physical Skills

- Ability to sit for long periods of time

## Personal or Other Skills

- Ability to work independently
- Ability to work under pressure deadlines
- Ability to handle crisis situations
- Understanding a variety of cultures
- Ability to plan and organize
- Record keeping
- Highly dependable

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to think independently
- Ability to follow oral instructions
- Customer service
- Ability to write effectively
- Problem solving

Employers demand a high standard of accuracy, dependability, and professionalism. They rely on legal secretaries to carry out their work and ensure efficient operation of the law offices.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

### Recruitment Methods

10 out of 16 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 16 employers responding to this question staff via referrals from the Redding Legal Secretaries Association. 6 out of 14 employers responding to this question hire based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 20.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 130-150 employees (medium)

### Gender

- 0% Male, 100% Female

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## Where The Jobs Are

### The major employing industries include:

- Legal services.

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## Projections

### Annual Job Growth Rate

- 0.75 times the average (slower than average)

### Number of New Hires in the Last Year: 16

- Promotions: 2
- Employees Leaving: 12
- New Positions: 1
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

16 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months.

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## Other Information

### Promotional Opportunities

6 out of 16 employers promote from this occupation to other positions, such as:

- Senior Legal Secretary,
- Office Manager,
- Legal Supervisor, and
- Paralegal.



# Licensed Vocational Nurses

OES Code: 325050

16 Firms Responding Representing 250 Employees

## Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$ 9.58-\$14.52	\$11.24
New Hires, Experience	\$ 9.50-\$14.52	\$12.25
3+ Years Experience w/Firm	\$10.00-\$16.00	\$14.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	25 %	69 %	0 %	6 %
Dental	19 %	56 %	6 %	19 %
Vision	13 %	44 %	13 %	31 %
Life Insurance	25 %	31 %	13 %	31 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	88 %	0 %	0 %	13 %
Retirement Plan	13 %	50 %	13 %	25 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	25 %	6 %	25 %
Dental	0 %	25 %	6 %	25 %
Vision	6 %	19 %	0 %	31 %
Life Insurance	6 %	19 %	0 %	31 %
Sick Leave	25 %	0 %	0 %	31 %
Vacation	38 %	0 %	0 %	19 %
Retirement Plan	6 %	19 %	0 %	31 %
Child Care	0 %	0 %	0 %	56 %

Other employee benefits that may be offered include: 401(k) retirement plans; 12 personal days a year (instead of receiving sick leave).

### Union/Collective Bargaining

Yes, 2 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 21% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	71%	39
Part-Time	16%	22
Temporary/On-Call	13%	28
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers require at least a high school diploma or equivalent. 7 out of 16 responding employers require a two-year associate degree.

### Training

14 out of 16 responding employers require that employees have an average of 23 months training prior to employment. 5 out of 12 responding employers allow an average of 20 months training to be substituted for previous work experience.

### Experience

12 out of 16 responding employers either require (4 of 16) or prefer (8 of 16) an average of 12 months experience in this occupation. 2 out of 12 responding employers allow an average of 12 months experience in related fields (medical assistant, certified nurse's aide) to be substituted for previous experience.

### License/Certification

Employees are required to obtain a Licensed Vocation Nurse license from the Board of Vocational Nursing and Psychiatric Technicians (State of California Department of Consumers Affairs).

To receive the license applicants must pass an examination, undergo a fingerprint check and meet one of the following experience requirements: 1) graduate of accredited California school of vocational nursing; 2) graduate of out-of-state school of vocational nursing; 3) military nursing experience; 4) graduate of approved California school of vocational nursing and 36 months of paid experience; or, 5) equivalent education or experience.

### Technical Skills

- Knowledge of prescribed medicine, injections
- Accurate charting of patients vital signs
- Ability to draw blood
- Ability to insert intravenous fluids
- Awareness of patients condition and act accordingly
- Ability to change surgery dressings when necessary
- Ability to follow doctors' orders
- Ability to care for all conditions of patients
- Working knowledge of medical terminology

- Aware of proper techniques for moving and transferring patients
- Knowledge of evacuation routes
- Aware of proper preparation of deceased patients
- Working knowledge of life saving techniques
- Aware of all patients' confidentiality

#### Physical Skills

- Knowledge in the proper lifting of patients
- Able to stand, walk, run, stoop, lift, and sit during shift hours

#### Personal or Other Skills

- Ability to handle stressful situations
- Ability to work flexible schedules
- Excellent caring and sympathetic attitude
- Able to pay attention to details
- Keeping up to date on training and education
- Ability to work independently
- Ability to interact well with others
- Always aware of safety procedures for self, patients and co-workers

#### Basic Skills

- Basic math skills
- Able to read and follow detailed instructions or directions
- Able to write legibly
- Good communications skills

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4).

#### Recruitment Methods

15 out of 16 employers responding to this question hire new employees based on response to newspaper advertisements. 9 out of 16 employers responding to this question hire by accepting walk-in applicants. 7 out of 16 employers responding to this question hire based on referrals from current employees.

#### Annual Turnover

Employers responding to the survey report a 33.8% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 250-290 employees (large).

#### Gender

- 16% Male, 84% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Nursing and personal care facilities,
- Hospitals, and
- Home health care services.

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### Projections

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#### Annual Job Growth Rate

- 1.01 times the average (average)

#### Number of New Hires in the Last Year: 95

- Promotions: 6
- Employees Leaving: 73
- New Positions: 16
- Temporary: 0

#### Projected Job Openings (Through 2004)

- Job Openings from Growth: 40 positions
- Job Openings from Separations: 40 positions

#### Employer Projected Occupation Growth

10 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 6 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

9 out of 16 employers promote from this occupation to other positions, such as:

- Registered Nurse,
- Staff Coordinator,
- Director of Staff Development, and
- Quality Assurance Coordinator.

# Machinists

Alternative Titles: Machinists/Millwrights, Machinists/Welders

OES Code: 891080

17 Firms Responding Representing 74 Employees

## Description

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties and layout machining procedures. They study specifications, such as blueprints, sketches or descriptions of parts to be replaced and they plan sequences of operations.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$ 5.75-\$ 9.50	\$ 7.25
New Hires, Experience	\$ 6.75-\$19.66	\$10.00
3+ Years Experience w/Firm	\$11.00-\$19.66	\$13.00

### Benefits

Note: 16 out of 17 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	88%	0%
Dental Insurance	38%	0%
Vision Insurance	19%	0%
Life Insurance	63%	0%
Paid Sick Leave	50%	0%
Paid Vacation	100%	0%
Retirement Plan	63%	0%
Child Care	0%	0%

Other employee benefits that may be offered include: cafeteria benefit plans; and bonuses in addition to wages. Certain benefits may be made available to full-time workers to purchase

### Union/Collective Bargaining

Yes, 3 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 11% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	99%	40
Part-Time	0%	0
Temporary/On-Call	1%	40
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 17 responding employers report recent hires have at least a high school diploma or equivalent. 5 out of 17 responding employers report recent hires have some college but no degree. 4 out of 17 responding employers report recent hires have a two-year associate degree.

### Training

8 out of 17 responding employers require a range of 1-48 months of training (or certification) in math coursework, computer numerically controlled (CNC) programming, welding or college/trade school coursework prior to employment.

### Experience

17 out of 17 responding employers either sometimes (1 out of 17), usually (2 out of 17) or always (14 out of 17) require work-related experience ranging between 24-60 months in manual or CNC machining or engine tear-down. 12 out of 17 responding employers will either sometimes (10 out of 17) or usually (2 out of 17) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Understanding of military specifications
- Shop math
- Ability to read blueprints
- Ability to use hand tools
- Ability to operate computer numerically controlled (CNC) machines
- Ability to use precision tools
- Ability to write effectively

### Physical Skills

- Manual dexterity
- Ability to stand continuously for 2 or more hours
- Ability to perform precision work
- Ability to lift at least 50 lbs repeatedly

### Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work with close supervision

- Ability to work independently

#### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in CNC programming or parts database usage. Over the next three years, employers noted that CNC operation and programming, gear and motor alignment and awareness of new technologies will be needed in this occupation.

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Somewhat Difficult (2.90 on a scale of 4)

#### Recruitment Methods

12 out of 17 employers responding to this question hire new employees based on the response to newspaper advertisements. 10 out of 17 employers responding to this question hire based on referrals from current employees. 8 out of 17 employers responding to this question staff by accepting unsolicited applications and through job orders placed with the Employment Development Department.

#### Annual Turnover

Employers responding to the survey report a 15.4% annual turnover rate.

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### Size of Occupation

#### Size of Occupation

- 90-100 employees (medium).

#### Gender

- 99% Male, 1% Female.

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### Where The Jobs Are

#### The major employing industries include:

- Industrial and commercial machinery and equipment (NEC), and
- Woodworking machinery, paper mills, sawmills and planing mills (general).

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### Projections

#### Annual Job Growth Rate

- 0.90 times the average (average)

#### Number of New Hires in the Last Year: 20

- Promotions: 2
- Employees Leaving: 8
- New Positions: 9
- Temporary: 1

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

#### Employer Projected Occupation Growth

9 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 6 out of 17 employers project their employment in this occupation will grow over the next 36 months. 2 out of 17 employers project their employment in this occupation will decline over the next 36 months.

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### Other Information

#### Promotional Opportunities

9 out of 17 employers promote from this occupation to other positions, such as:

- Estimator,
- Parts Manager,
- Foreperson,
- Supervisor, and
- Shop Manager.

# Maids and Housekeeping Cleaners

Alternative Titles: Environmental Technicians, Housekeepers, Room Attendants, Unit Assistant Housekeeper

OES Code: 670020

19 Firms Responding Representing 515 Employees

## Description

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$7.42	\$6.00
New Hires, Experience	\$5.75-\$7.42	\$6.00
3+ Years Experience w/Firm	\$6.00-\$8.50	\$7.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	37 %	11 %	5 %
Dental	11 %	21 %	21 %	11 %
Vision	5 %	21 %	16 %	21 %
Life Insurance	21 %	21 %	16 %	5 %
Sick Leave	37 %	0 %	0 %	26 %
Vacation	47 %	0 %	0 %	16 %
Retirement Plan	16 %	16 %	16 %	16 %
Child Care	0 %	0 %	0 %	63 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	5 %	11 %	53 %
Dental	5 %	11 %	5 %	53 %
Vision	0 %	11 %	5 %	58 %
Life Insurance	5 %	11 %	5 %	53 %
Sick Leave	16 %	0 %	0 %	58 %
Vacation	32 %	0 %	0 %	42 %
Retirement Plan	5 %	5 %	11 %	53 %
Child Care	0 %	0 %	0 %	74 %

Other employee benefits that may be offered include: 401(k) retirement plans; free rent and utilities; reduced rental fees; and bereavement time off.

### Union/Collective Bargaining

None. 19 out of 19 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	3%	32
Full-Time (35 hrs. or more)	27%	40
Part-Time	62%	28
Temporary/On-Call	6%	20
Seasonal	3%	15

## Employer Requirements

### Education

9 out of 19 responding employers require at least a high school diploma or equivalent, although 10 out of 19 responding employers will accept less than a high school education.

### Training

16 out of 19 responding employers do not require any training prior to employment. 3 out of 19 responding employers require an average of 2 months "on-the-job" training prior to employment. 3 out of 9 responding employers allow an average of 2 months training to be substituted for previous work experience.

### Experience

1 out of 19 responding employers require and 8 out of 19 responding employers prefer an average of 5 months experience in this occupation. 7 out of 9 responding employers allow an average of 5 months experience in related fields (private home care, retail clerks, fast food, janitorial) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Understanding of cleaning compounds and solutions
- Knowledge of work safety procedures
- Able to use commercial electric cleaning equipment

### Physical Skills

- Ability to stand, walk, bend, stoop, reach, push, pull and lift
- Ability to move furniture around
- Ability to remove and re-hang curtains or drapes

- Ability to work at a rapid pace

#### **Personal or Other Skills**

- Ability to work independently
- Ability to pay attention to detail
- Friendly and helpful to guest or patient requests
- Reliable, dependable and honest

#### **Basic Skills**

- Ability to read and follow instructions and directions
- Ability to follow oral instructions

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Moderately Difficult (2.0 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.47 on a scale of 4).

#### **Recruitment Methods**

17 out of 19 employers responding to this question hire new employees by accepting walk-in applicants. 15 out of 19 employers responding to this question hire new employees based on referrals from current employees. 12 out of 19 employers responding to this question hire employees based on the response to newspaper advertisements.

#### **Annual Turnover**

Employers responding to the survey report a 35.7% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 570-640 employees (very large).

#### **Gender**

- 9% Male, 91% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Hotels and motels,
- Services to buildings,
- Miscellaneous personal services, and
- Nursing and personal care facilities.

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.77 times the average (slower than average)

#### **Number of New Hires in the Last Year:** 225

- Promotions: 52
- Employees Leaving: 127
- New Positions: 14
- Temporary: 32

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 80 positions

#### **Employer Projected Occupation Growth**

17 out of 19 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 19 employers project their employment in this occupation will decline over the next 24 months. 1 out of 19 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

10 out of 19 employers promote from this occupation to other positions, such as:

- Head Housekeeper,
- Housekeeping Supervisor,
- Nurse Aide,
- Guest Services Representative,
- Front Desk Associate, and
- Desk Clerk.

# Medical Assistants

Alternative Titles: Certified Medical Assistants, Back Office Medical Assistants, Clinical Assistants

OES Code: 660050

22 Firms Responding Representing 114 Employees

## Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$10.00	\$ 7.50
New Hires, Experience	\$7.00-\$10.00	\$ 9.00
3+ Years Experience w/Firm	\$8.17-\$13.00	\$10.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	77 %	23 %	0 %	0 %
Dental	27 %	9 %	14 %	50 %
Vision	23 %	18 %	5 %	55 %
Life Insurance	50 %	9 %	0 %	41 %
Sick Leave	86 %	5 %	0 %	9 %
Vacation	91 %	9 %	0 %	0 %
Retirement Plan	55 %	14 %	9 %	23 %
Child Care	5 %	5 %	9 %	82 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	5 %	0 %	23 %
Dental	0 %	5 %	0 %	27 %
Vision	0 %	5 %	0 %	27 %
Life Insurance	0 %	0 %	5 %	27 %
Sick Leave	9 %	5 %	5 %	14 %
Vacation	9 %	5 %	5 %	14 %
Retirement Plan	5 %	0 %	0 %	27 %
Child Care	0 %	0 %	0 %	32 %

Other employee benefits that may be offered include: quarterly salary bonuses; and cafeteria benefits plans.

### Union/Collective Bargaining

None. 22 out of 22 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	7%	32
Full-Time (35 hrs. or more)	74%	39
Part-Time	11%	27
Temporary/On-Call	8%	12
Seasonal	0%	0

## Employer Requirements

### Education

22 out of 22 responding employers require at least a high school diploma or equivalent. 1 out of 22 responding employers requires a two-year associate degree.

### Training

15 out of 22 responding employers either require (10 out of 22) or prefer (5 out of 22) employees have an average of 13 months training in medical assisting. 15 out of 22 responding employers allow an average of 10 months training to be substituted for previous work experience.

### Experience

22 out of 22 responding employers either require (2 out of 22) or prefer (20 out of 22) an average of 13 months experience in this occupation. 5 out of 21 responding employers allow an average of 8 months experience in related fields (nurse assistant) to be substituted for previous experience.

### License/Certification

Certification for this occupation from the American Association of Medical Assistants can be acquired through passing a written examination. Certified medical assistants are considered highly qualified.

### Technical Skills

- Medical back office procedures
- Ability to take and record vital signs
- Assist doctor with patient examination
- Run routine lab testing
- Knowledge of medical terminology
- Knowledge of pharmacology
- Ability to assist with the application of dressings
- Ability to handle front desk and clerical duties

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### Physical Skills

- Physical stamina
- Ability to lift, stand, stoop and walk

### Personal or Other Skills

- Ability to relate to patients
- Ability to work independently
- Customer service

### Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to write legibly
- Basic math

Employers may be willing to train on-the-job, but generally prefer to hire applicants who have gone through an accredited medical assisting program.

This position is a vital part of a medical office and knowledge of front and back office procedures is vital. Computer skills are also invaluable, specifically medical manager, patient record keeping and billing systems.

Medical assistants may be required to wear a uniform that may (or may not) be supplied by the employer.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.58 on a scale of 4)

### Recruitment Methods

19 out of 22 employers responding to this question hire based on referrals from current employees. 14 out of 22 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 14 employers responding to this question staff by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 20.0% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 160-240 employees (large)

### Gender

- 10% Male, 90% Female

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## Where The Jobs Are

### The major employing industries include:

- Offices and clinics of medical doctors, and
- Offices and clinics of optometrists.

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## Projections

### Annual Job Growth Rate

- 2.43 times the average (much faster than average)

### Number of New Hires in the Last Year: 34

- Promotions: 1
- Employees Leaving: 20
- New Positions: 9
- Temporary: 4

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

15 out of 22 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 7 out of 22 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

7 out of 22 employers promote from this occupation to other positions, such as:

- Technician,
- Receptionist,
- Manager or Office Manager, and
- Nursing (with additional training).



# Nurse Aides

Alternative Titles: Care Givers, Certified Nurse Aide, Direct Care Staff, Nursing Assistant, Residential Assistants, Unit Technicians

OES Code: 660080

18 Firms Responding Representing 448 Employees

## Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$7.70	\$6.63
New Hires, Experience	\$6.00-\$8.00	\$7.00
3+ Years Experience w/Firm	\$7.00-\$9.50	\$8.13

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	17 %	50 %	6 %	22 %
Dental	0 %	39 %	11 %	44 %
Vision	0 %	39 %	11 %	44 %
Life Insurance	11 %	28 %	6 %	50 %
Sick Leave	56 %	0 %	0 %	39 %
Vacation	83 %	0 %	0 %	11 %
Retirement Plan	6 %	22 %	11 %	56 %
Child Care	0 %	0 %	0 %	94 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	28 %	6 %	44 %
Dental	0 %	22 %	6 %	56 %
Vision	0 %	22 %	6 %	56 %
Life Insurance	11 %	11 %	6 %	56 %
Sick Leave	28 %	0 %	0 %	56 %
Vacation	61 %	0 %	0 %	22 %
Retirement Plan	6 %	11 %	6 %	61 %
Child Care	0 %	0 %	0 %	83 %

Other employee benefits that may be offered include: AFLAC policy offered after 90 days of employment; employees may receive 12 personal days a year (in place of sick leave).

### Union/Collective Bargaining

None. 18 out of 18 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	70%	39
Part-Time	26%	23
Temporary/On-Call	3%	23
Seasonal	0%	0

## Employer Requirements

### Education

10 out of 18 responding employers require at least a high school diploma or equivalent, although 8 out of 18 responding employers will accept less than a high school education.

### Training

12 out of 18 responding employers require and 2 out of 18 responding employers prefer employees have an average of 4 months training prior to employment. 10 out of 15 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

15 out of 18 responding employers either require (6 out of 18) or prefer (9 out of 18) an average of 9 months experience in this occupation. 9 out of 15 responding employers allow an average of 9 months experience in related fields (caregivers, home health care attendant) to be substituted for previous experience.

### License/Certification

Employees in this occupation require a Nursing Assistant Certification from the Department of Health Services.

Applicants must complete 100 hours of supervised clinical training and 50 hours of classroom training. After students successfully complete a state-approved certified Nurse Assistant Program, the school arranges for the federal exam. Applicants must undergo a criminal background check.

### Technical Skills

- Take accurate vital signs
- Accurate record keeping on patients charts

- Assist patients with personal hygiene
- Assist patients to dress themselves
- Assist patients to feed themselves
- Assist patients to walk, with recreational therapy, and with exercising
- Assist with moving or restraining patients
- Sterilize and assemble treatment trays
- Certified in first aid and CPR

#### Physical Skills

- Ability to walk, stand, reaching, pulling and lifting during work hours
- Knowledge of proper lifting and moving procedures
- Following proper procedures for own safety

#### Personal or Other Skills

- Ability to work independently
- Ability to work as a team
- Caring and interpersonal skills
- Organizational skills

#### Basic Skills

- Ability to read and follow instructions
- Ability to follow oral instructions
- Basic math knowledge

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.91 on a scale of 4).

#### Recruitment Methods

17 out of 18 employers responding to this question hire new employees based on response to newspaper advertisements. 12 out of 18 employers responding to this question hire based on referrals from current employees. 10 out of 18 employers responding to this question hire by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 49.8% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 610-780 employees (very large).

#### Gender

- 14% Male, 86% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Nursing and personal care facilities, and
- Hospitals.

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### Projections

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#### Annual Job Growth Rate

- 1.75 times the average (much faster than average)

#### Number of New Hires in the Last Year: 233

- Promotions: 16
- Employees Leaving: 197
- New Positions: 20
- Temporary: 0

#### Projected Job Openings (Through 2004)

- Job Openings from Growth: 170 positions
- Job Openings from Separations: 70 positions

#### Employer Projected Occupation Growth

14 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 18 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

13 out of 18 employers promote from this occupation to other positions, such as:

- Patient Care Technician,
- Certified Nurse Aide,
- Nursing Assistant,
- Shift Supervisor, and
- Assistant Program Director.

# Order Fillers, Wholesale and Retail Sales

Alternative Titles: Warehouse Persons, Yard Fillers, Product Fillers, Counter Sales

OES Code: 580260

17 Firms Responding Representing 101 Employees

## Description

Order Fillers - Wholesale and Retail Sales fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Their duties include computing prices of items, completing order receipts, keeping records of out-going orders, requisitioning additional material, supplies and equipment, and other related tasks. This description does not include laborers, stock clerks, and workers whose primary duties involve weighing and checking.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 9.00	\$ 7.38
New Hires, Experience	\$5.75-\$11.00	\$ 8.00
3+ Years Experience w/Firm	\$5.75-\$14.00	\$10.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	71 %	24 %	0 %	6 %
Dental	53 %	18 %	12 %	18 %
Vision	29 %	24 %	12 %	35 %
Life Insurance	53 %	0 %	6 %	41 %
Sick Leave	76 %	0 %	0 %	24 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	59 %	29 %	6 %	6 %
Child Care	0 %	6 %	6 %	88 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	6 %
Dental	0 %	0 %	0 %	6 %
Vision	0 %	0 %	0 %	6 %
Life Insurance	0 %	0 %	0 %	6 %
Sick Leave	0 %	0 %	0 %	6 %
Vacation	0 %	0 %	0 %	6 %
Retirement Plan	0 %	0 %	0 %	6 %
Child Care	0 %	0 %	0 %	6 %

Other employee benefits that may be offered include: 401(k) retirement plans; performance bonuses; and quarterly bonuses.

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 4% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	98%	40
Part-Time	1%	20
Temporary/On-Call	0%	0
Seasonal	2%	40

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent. 1 out of 17 responding employers accepts less than a high school education.

### Training

12 out of 17 responding employers do not require employees to have any training prior to employment. However, 5 out of 17 responding employers either require (2 out of 17) or prefer (3 out of 17) that employees have an average of 9 months training. 7 out of 14 responding employers allow an average of 13 months training to be substituted for previous work experience.

### Experience

14 out of 17 responding employers either require (3 out of 17) or prefer (11 out of 17) an average of 14 months experience in this occupation. 9 out of 14 responding employers allow an average of 15 months experience in related fields (shipping and receiving) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Good verbal communication skills
- Out-going disposition
- Knowledge of merchandise and products
- Computer knowledge
- Good with numbers
- Good phone techniques
- Understand inventory control
- Physical labor duties
- Cash management

### Physical Skills

- Physical ability to sit, stand, bend, lift and walk

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### Personal or Other Skills

- Ability to work independently
- Customer service

### Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to write legibly
- Oral communication
- Basic math

Employers want employees to know the products they are selling, and to possess basic math skills for simple calculations. Depending on the business, employers may prefer applicants with prior forklift experience, although on-the-job training is often offered.

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.86 on a scale of 4)

#### Recruitment Methods

13 out of 16 employers responding to this question hire new employees based on referrals from current employees. 12 out of 16 employers responding to this question staff through in-house promotions and transfers. 9 out of 16 employers responding to this question hire by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 19.0% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 60-60 employees (small)  
Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

#### Gender

- 84% Male, 16% Female

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### Where The Jobs Are

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#### The major employing industries include:

- Plumbing and hydronic heating supplies,
- Grocery and confectionery stores,

- Catalog and mail order houses,
- Motor vehicle part suppliers – new and used,
- Brick, stone and related materials,
- Medical and hospital equipment,
- Electrical apparatus and equipment,
- Lumber and other building materials,
- Farm supplies,
- Stationary stores, and
- Gift, novelty and souvenir shops.

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### Projections

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#### Annual Job Growth Rate

- 0.00 times the average (stable: no growth)

#### Number of New Hires in the Last Year: 20

- |                      |    |
|----------------------|----|
| • Promotions:        | 5  |
| • Employees Leaving: | 14 |
| • New Positions:     | 1  |
| • Temporary:         | 0  |

#### Projected Job Openings (Through 2002)

- Job Openings from Growth: 0 positions
- Job Openings from Separations: 10 positions

#### Employer Projected Occupation Growth

14 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

15 out of 17 employers promote from this occupation to other positions, such as:

- Supervisor,
- Warehouse Supervisor,
- Department Manager, and
- Manager.

# Personnel, Training and Labor Relations Managers

Alternative Titles: Human Resources Manager/Director, Personnel Supervisor

OES Code: 130050

15 Firms Responding Representing 19 Employees

## Description

Personnel, Training and Labor Relations Managers plan, organize, direct, control or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training and evaluation of employees; administering benefits, safety and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$7.00-\$22.16	\$11.97
New Hires, Experience	\$7.00-\$29.95	\$16.30
3+ Years Experience w/Firm	\$8.63-\$40.17	\$20.14

### Benefits

	Full-Time	Part-Time
Medical Insurance	100%	20%
Dental Insurance	80%	20%
Vision Insurance	67%	13%
Life Insurance	87%	13%
Paid Sick Leave	93%	27%
Paid Vacation	100%	27%
Retirement Plan	87%	27%
Child Care	7%	7%

Other employee benefits that may be offered include: administrative leave; discount stock purchases; accidental death and dismemberment insurance; and long-term disability insurance.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	100%	41
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 5 out of 15 responding employers report recent hires have some college but no degree. 2 out of 15 responding employers report recent hires have a two-year associate degree. 5 out of 15 responding employers report recent hires have a four-year bachelor degree. 2 out of 15 employers report recent hires have completed graduate studies.

### Training

3 out of 15 responding employers require a range of 12-48 months of training (or certification) in professional human resources, such as Society for Human Resource Management (SHRM) certification, or a bachelor degree in business, accounting or public administration prior to employment

### Experience

15 out of 15 responding employers either usually (4 out of 15) or always (11 out of 15) require work-related experience ranging between 12-60 months in supervision, operations management or personnel analysis/management. 12 out of 15 responding employers will either sometimes (8 out of 15), usually (1 out of 15) or always (3 out of 15) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Business math
- Ability to write job specifications
- Office management
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to conduct performance appraisals
- Negotiation
- Understanding of labor relations practices
- Understanding of the collective bargaining process
- Ability to explain and follow grievance procedures
- Personnel interviewing
- Understanding of employee benefit programs

- Knowledge of personnel classification procedures
- Ability to hire and assign personnel
- Personnel recruiting
- Ability to write effectively

#### **Personal or Other Skills**

- Leadership
- Ability to motivate others
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to work under pressure

#### **Basic Skills**

- Oral communication

Employers seek employees who are skilled in word processing, database management, spreadsheets, desktop publishing, AS 400 software or payroll software. Over the next three years, employers noted that increased computer skills, internet proficiency, knowledge of Occupational Health and Safety (OSHA) standards and awareness of government compliance regulations and benefit administration will be needed in this occupation. Obsolete skill noted was the usage of manual record keeping.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants:**

- Experienced Applicants: A Little Difficult (2.47 on a scale of 4)
- Inexperienced Applicants: Somewhat Difficult (2.50 on a scale of 4)

#### **Recruitment Methods**

11 out of 13 employers responding to this question hire new employees through in-house promotions and transfers. 10 out of 13 employers responding to this question hire based on the response to newspaper advertisements. 3 out of 13 employers responding to this question hire based on referrals from current employees, job orders placed with private employment agencies, direct referrals from public schools and programs, and job orders placed with the Employment Development Department.

#### **Annual Turnover**

Employers responding to the survey report an 11.8% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 80-100 employees (medium).

#### **Gender**

- 32% Male, 68% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Labor unions and similar labor organizations,
- Measuring and controlling devices (NEC),
- Local government offices, and
- Department stores.

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### **Projections**

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#### **Annual Job Growth Rate**

- 2.10 times the average (much faster than average)

#### **Number of New Hires in the Last Year: 4**

- Promotions: 1
- Employees Leaving: 1
- New Positions: 2
- Temporary: 0

#### **Projected Job Openings (Through 2001)**

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions

#### **Employer Projected Occupation Growth**

13 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 2 out of 15 employers project their employment in this occupation will grow over the next 36 months.

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### **Other Information**

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#### **Promotional Opportunities**

7 out of 15 employers promote from this occupation to other positions, such as:

- Assistant Manager,
- Operations Manager, and
- Division Manager.

# Receptionists and Information Clerks

Alternative Titles: Front Desk Clerks, Office Coordinators, Customer Service Clerks, Front Office Coordinators

OES Code: 553050

17 Firms Responding Representing 41 Employees

## Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. This description does not include Receptionists who primarily operate switchboards.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 8.22	\$7.00
New Hires, Experience	\$7.00-\$ 9.33	\$8.00
3+ Years Experience w/Firm	\$7.90-\$10.57	\$9.50

### Benefits

(Note: 16 employers responded to this survey question.)

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	75 %	19 %	0 %	0 %
Dental	25 %	6 %	13 %	50 %
Vision	13 %	13 %	6 %	63 %
Life Insurance	50 %	6 %	0 %	38 %
Sick Leave	75 %	0 %	0 %	19 %
Vacation	81 %	0 %	0 %	13 %
Retirement Plan	38 %	19 %	13 %	25 %
Child Care	0 %	0 %	13 %	81 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	19 %	0 %	6 %
Dental	6 %	13 %	0 %	19 %
Vision	6 %	6 %	6 %	19 %
Life Insurance	0 %	13 %	0 %	25 %
Sick Leave	13 %	6 %	0 %	19 %
Vacation	25 %	0 %	0 %	13 %
Retirement Plan	13 %	0 %	6 %	19 %
Child Care	0 %	0 %	0 %	38 %

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefits plan; and performance bonuses.

### Union/Collective Bargaining

None. 17 out of 17 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	59%	40
Part-Time	22%	19
Temporary/On-Call	2%	20
Seasonal	17%	40

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent. 1 out of 17 responding employers requires a two-year associate degree.

### Training

10 out of 17 responding employers do not require employees to have any training prior to employment. However, 7 out of 17 responding employers either require (3 out of 17) or prefer (4 out of 17) that employees have an average of 8 months training as a receptionist (focused on telephone, computer and customer service skills). 6 out of 15 responding employers allow an average of 10 months training to be substituted for previous work experience.

### Experience

15 out of 17 responding employers either require (4 out of 17) or prefer (11 out of 17) an average of 18 months experience in this occupation. 8 out of 15 responding employers allow an average of 14 months experience in related fields (general clerical, office clerk, customer service, medical assistant) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Filing - alphabetic and numeric
- Ability to operate a multi-line phone system
- Ability to use word processing software
- Typing minimum 40wpm
- Professional and friendly image
- Process incoming and outgoing mail
- Ability to take accurate phone messages

### Physical Skills

- Ability to sit for long periods of time
- Ability to bend, stoop, lift, stand and walk

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### Personal or Other Skills

- Ability to deal with the public
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to follow oral instructions
- Basic math

Receptionists have a variety of job duties that are usually completed at their desks or surrounding area.

---

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.31 on a scale of 4)

#### Recruitment Methods

12 out of 17 employers responding to this question hire new employees based on referrals from current employees. 12 out of 17 employers responding to this question hire through the response to newspaper advertisements. 9 out of 17 employers responding to this question staff by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 30.0% annual turnover rate.

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### Size of Occupation

#### Size of Occupation

- 530-680 employees (very large)

#### Gender

- 5% Male, 95% Female

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### Where The Jobs Are

#### The major employing industries include:

- Offices and clinics of medical doctors,
- Offices and clinics of dentists,
- Help supply (employment) agencies,
- Legal services,
- Health and allied services,
- Medical laboratories,
- Residential care facilities, and
- Accounting, auditing and bookkeeping firms.

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### Projections

#### Annual Job Growth Rate

- 1.38 times the average (faster than average)

#### Number of New Hires in the Last Year: 20

- Promotions: 3
- Employees Leaving: 9
- New Positions: 1
- Temporary: 3

#### Projected Job Openings (Through 2002)

- Job Openings from Growth: 150 positions
- Job Openings from Separations: 90 positions

#### Employer Projected Occupation Growth

13 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

#### Promotional Opportunities

12 out of 17 employers promote from this occupation to other positions, such as:

- Unit or General Secretary,
- Legal Secretary,
- Billing, and
- Office Manager.



# Recreation Workers

Alternative Titles: Activities Directors, Activities Coordinators, Recreation Coordinators, Swim Instructors

OES Code: 273110

15 Firms Responding Representing 52 Employees

## Description

Recreation Workers conduct recreation activities with groups in public, private or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping and hobbies.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$10.39	\$7.00
New Hires, Experience	\$5.75-\$10.91	\$7.77
3+ Years Experience w/Firm	\$5.75-\$12.03	\$9.00

### Benefits

Note: 12 out of 15 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	67%	33%
Dental Insurance	42%	17%
Vision Insurance	33%	8%
Life Insurance	67%	25%
Paid Sick Leave	58%	42%
Paid Vacation	75%	42%
Retirement Plan	50%	25%
Child Care	17%	8%

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; long-term disability insurance; accidental death or dismemberment insurance; stock purchase plans; and employee credit unions. Employers may require full-time employees co-pay or full-pay certain benefits.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	4%	30
Full-Time (35 hrs. or more)	25%	40
Part-Time	60%	19
Temporary/On-Call	0%	0
Seasonal	12%	32

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 8 out of 15 responding employers report recent hires have some college but no degree. 1 out of 15 responding employers report recent hires have a four-year bachelor degree.

### Training

5 out of 15 responding employers require a range of 1-12 months of training (or certification) in CPR and first aid, outdoor or wilderness emergency medical treatment or a competency certificate granted by the California Park and Recreation Society prior to employment.

### Experience

15 out of 15 responding employers either sometimes (4 out of 15), usually (6 out of 15) or always (5 out of 15) require work-related experience ranging between 6-36 months in camp coordination, activities coordination, pool supervision or wilderness guidance. 13 out of 15 responding employers will either sometimes (7 out of 15), usually (4 out of 15) or always (2 out of 15) allow training to substitute for previous experience.

### License/Certification

None, although employees may choose to obtain a competency certificate granted by the California Park and Recreation Society.

### Technical Skills

- Ability to apply teaching techniques
- Ability to plan and organize the work of others
- Artistic
- Ability to plan and organize training programs
- Knowledge of geriatrics
- Ability to administer emergency first aid
- Ability to hire and assign personnel
- Ability to apply principles of recreation
- Ability to accurately record and report information

### Physical Skills

- Good physical condition

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### Personal or Other Skills

- Understanding of a variety of cultures
- Leadership
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Interpersonal
- Ability to exercise patience

### Basic Skills

- Basic math
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing, desktop publishing, or have some level of computer experience. Over the next three years, employers noted computer skills would be needed in this occupation.

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.47 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.00 on a scale of 4)

#### Recruitment Methods

11 out of 15 employers responding to this question hire new employees based on the response to newspaper advertisements. 10 out of 15 employers staff through in-house promotions or transfers. 7 out of 15 employers hire by job orders placed with the Employment Development Department.

#### Annual Turnover

Employers responding to the survey report a 51.1% annual turnover rate.

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### Size of Occupation

#### Size of Occupation

- 140-160 employees (medium).

#### Gender

- 27% Male, 73% Female.

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### Where The Jobs Are

#### The major employing industries include:

- Local government, civic, social and fraternal associations,
- Skilled nursing care facilities, and
- Social services (NEC).

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### Projections

#### Annual Job Growth Rate

- 1.20 times the average (faster than average)

#### Number of New Hires in the Last Year: 34

- Promotions: 4
- Employees Leaving: 20
- New Positions: 5
- Temporary: 5

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

#### Employer Projected Occupation Growth

9 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 6 out of 15 employers project their employment in this occupation will grow over the next 36 months.

---

### Other Information

#### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- Team Leader,
- Supervisor,
- Membership Sales, and
- Positions in Administration or Management.

# Residential Counselors

Alternative Titles: Facility Managers, Facility Supervisors, Direct Care Staff, Housing Assistants, Advocates

OES Code: 273070

15 Firms Responding Representing 259 Employees

## Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. They counsel residents in identifying and resolving social or other problems. they order supplies and determine need for maintenance, repairs and furnishings.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$7.48	\$6.50
New Hires, Experience	\$5.75-\$8.63	\$7.25
3+ Years Experience w/Firm	\$5.75-\$12.70	\$8.63

### Benefits

Note: 14 out of 15 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	86%	0%
Dental Insurance	43%	0%
Vision Insurance	36%	0%
Life Insurance	57%	0%
Paid Sick Leave	64%	14%
Paid Vacation	86%	14%
Retirement Plan	57%	7%
Child Care	0%	0%

Other employee benefits that may be offered include: 401(k) retirement plans; 403(b) retirement plans; bonus days; and employer matching on continuing education costs. Employers may have a waiting period prior to full-time employees receiving benefits, or require full-time employees co-pay or full-pay for certain benefits.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	30
Full-Time (35 hrs. or more)	82%	43
Part-Time	16%	19
Temporary/On-Call	1%	40
Seasonal	0%	0

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 7 out of 15 responding employers report recent hires have some college but no degree. 3 out of 15 responding employers report recent hires have a two-year associate degree. 2 out of 15 responding employers report recent hires have a four-year bachelor degree.

### Training

6 out of 15 responding employers require a range of 1-24 months of training (or certification) in CPR and first aid, counseling or industry-specific coursework prior to employment.

### Experience

11 out of 15 responding employers either sometimes (4 out of 15), usually (2 out of 15) or always (5 out of 15) require work-related experience ranging between 6-36 months in counseling, supervision, management or instructor/worker experience. 12 out of 15 responding employers will either sometimes (6 out of 15), usually (3 out of 15) or always (3 out of 15) allow training to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to plan and organize the work of others
- Record keeping
- Merchandise ordering
- Ability to write effectively
- Problem solving
- Ability to implement a progressive discipline process
- Ability to apply stress management techniques

---

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to do shift work
- Ability to work independently
- Interpersonal
- Ability to deal effectively with difficult individuals
- Empathetic
- Listening

### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing. Over the next three years, employers noted computer experience, spreadsheet, database management and small group communication skills would be needed in this occupation.

---

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (3.33 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.33 on a scale of 4)

#### Recruitment Methods

13 out of 15 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 15 employers responding to this question hire based on referrals from current employees. 6 out of 15 employers responding to this question staff by accepting unsolicited applications and placing job orders with the Employment Development Department.

#### Annual Turnover

Employers responding to the survey report a 39.2% annual turnover rate.

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### Size of Occupation

#### Size of Occupation

- 140-220 employees (large).

#### Gender

- 49% Male, 51% Female.

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### Where The Jobs Are

#### The major employing industries include:

- Residential care.

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### Projections

#### Annual Job Growth Rate

- 4.70 times the average (much faster than average)

#### Number of New Hires in the Last Year: 115

- Promotions: 38
- Employees Leaving: 58
- New Positions: 14
- Temporary: 5

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions

#### Employer Projected Occupation Growth

8 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 7 out of 15 employers project their employment in this occupation will grow over the next 36 months.

---

### Other Information

#### Promotional Opportunities

12 out of 15 employers promote from this occupation to other positions, such as:

- Supervisor,
- Assistant Administrator,
- Program Coordinator, and
- Management.

# Secretaries, Except Legal and Medical

Alternative Titles: Administrative Assistants, Administrative Secretaries, Escrow Secretaries

OES Code: 551080

16 Firms Responding Representing 63 Employees

## Description

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$10.22	\$ 7.37
New Hires, Experience	\$6.50-\$10.24	\$ 8.27
3+ Years Experience w/Firm	\$8.00-\$12.08	\$10.49

### Benefits

	Full-Time	Part-Time
Medical Insurance	94%	13%
Dental Insurance	69%	13%
Vision Insurance	56%	13%
Life Insurance	56%	13%
Paid Sick Leave	75%	25%
Paid Vacation	82%	25%
Retirement Plan	69%	19%
Child Care	13%	0%

Other employee benefits that may be offered include: disability insurance. Employers may have a waiting period prior to full-time employees receiving benefits, or may have a minimum-hours-worked requirement for part-time workers to earn benefits.

### Union/Collective Bargaining

Yes, 2 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 21% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	64%	40
Part-Time	19%	22
Temporary/On-Call	18%	29
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers report recent hires have at least a high school diploma or equivalent. 6 out of 16 responding employers report recent hires have some college but no degree. 4 out of 16 responding employers report recent hires have a two-year associate degree.

### Training

6 out of 16 responding employers require a range of 1-12 months of training (or certification) in word processing, typing, specific computer software applications or telephone and people skills prior to employment.

### Experience

16 out of 16 responding employers either sometimes (2 out of 16), usually (7 out of 16) or always (7 out of 16) require work-related experience ranging between 5-24 months in receptionist, accounting/bookkeeping and secretarial or computer-skilled positions. 16 out of 16 responding employers will sometimes allow training to be substituted for previous experience.

### License/Certification

None, however employers may require certified typing skills.

### Technical Skills

- Alphabetic and numeric filing
- Proofreading
- Ability to operate a transcribing machine
- Ability to follow billing procedures
- Ability to use spreadsheet software
- English grammar, spelling and punctuation
- Telephone answering
- Ability to write effectively
- Ability to maintain an appointment calendar
- Ability to take dictation at 100 wpm or more
- Ability to type at least 60 wpm

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

---

## Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing, spreadsheets, database management, and desktop publishing. Over the next three years, employers noted Windows, internet, email and other computer skills would be needed in this occupation. Obsolete skills noted were typing, dictation and shorthand.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.38 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.08 on a scale of 4)

### Recruitment Methods

12 out of 15 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 15 employers responding to this question hire based on referrals from current employees. 6 out of 15 employers responding to this question staff through in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 10.3% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 960-1080 employees (very large).

### Gender

- 0% Male, 100% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools,
- Local government offices,
- Religious organizations, and
- Help supply services.

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## Projections

### Annual Job Growth Rate

- 1.00 times the average (average)

### Number of New Hires in the Last Year: 29

- Promotions: 0
- Employees Leaving: 6
- New Positions: 5
- Temporary: 18

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 120 positions
- Job Openings from Separations: 120 positions

### Employer Projected Occupation Growth

14 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 2 out of 16 employers project their employment in this occupation will grow over the next 36 months.

---

## Other Information

### Promotional Opportunities

9 out of 16 employers promote from this occupation to other positions, such as:

- Executive Secretary,
- Supervisor,
- Administration, or
- Business Manager.

# Social Workers, Except Medical and Psychiatric

Alternative Titles: Service Coordinators, Direct Care Staff, Family Workers, Developmental Care Givers

OES Code: 273050

15 Firms Responding Representing 212 Employees

## Description

Social Workers, Except Medical and Psychiatric, counsel and aid individuals and families requiring social service assistance. Includes Community Organization Social Workers who plan, organize and work with community groups to solve problems. Does not include workers who are primarily Medical, Psychiatric or Chemical Dependency Social Workers.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$11.59	\$ 8.80
New Hires, Experience	\$6.00-\$13.10	\$10.91
3+ Years Experience w/Firm	\$8.00-\$15.73	\$12.13

### Benefits

Note: 14 out of 15 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	93%	21%
Dental Insurance	64%	21%
Vision Insurance	43%	14%
Life Insurance	50%	14%
Paid Sick Leave	86%	14%
Paid Vacation	79%	14%
Retirement Plan	57%	14%
Child Care	0%	0%

Other employee benefits that may be offered include: 401(k) retirement plans; 403(b) retirement plans; supplemental life insurance; long-term disability insurance; compensation time; bonus days; and club memberships. Employers may have a waiting period prior to full-time employees receiving benefits, may require employees co-pay for certain benefits, or may have a minimum-hours-worked requirement for part-time workers to earn benefits.

### Union/Collective Bargaining

Yes, 2 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 52% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	79%	40
Part-Time	18%	29
Temporary/On-Call	1%	5
Seasonal	3%	40

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 1 out of 15 responding employers report recent hires have some college but no degree. 1 out of 15 responding employers report recent hires have a two-year associate degree. 8 out of 15 responding employers report recent hires have a four-year bachelor degree. 3 out of 15 responding employers report recent hires have completed graduate studies.

### Training

9 out of 15 responding employers require a range of 13-72 months of training (or certification) in social work, Certified Alcohol and Drug Counselor (CADC), Marriage/Family/Child Counselor (MFCC) or Master of Clinical Social Work (MCSW), or give preference to applicants with a bachelor or graduate study degree prior to employment.

### Experience

15 out of 15 responding employers either sometimes (2 out of 15), usually (7 out of 15) or always (6 out of 15) require work-related experience ranging between 6-36 months in social work, case management, direct care, family and child counseling or non-profit organization experience. 11 out of 15 responding employers will either sometimes (8 out of 15), usually (2 out of 15) or always (1 out of 15) allow training to be substituted for previous experience.

### License/Certification

While there is no State mandated requirement, certain positions within the field of social work may have specific degree or certification requirements in order to obtain or hold the position (see above).

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### Technical Skills

- Understanding of court proceedings
- Record keeping
- Knowledge of veterans services
- Knowledge of protective services for children and adults
- Knowledge of family social work
- Vocational counseling
- Ability to interview others for information
- Possession of a valid driver's license
- Ability to write effectively

### Personal or Other Skills

- Understanding of a variety of cultures
- Leadership
- Ability to handle crisis situations
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to apply complex rules and regulations
- Ability to work independently

### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing, spreadsheet, database management, email usage and general computer skills. Over the next three years, employers noted skills in computers, career counseling and group facilitation would be needed in this occupation.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.33 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.11 on a scale of 4)

### Recruitment Methods

12 out of 15 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 15 employers responding to this question hire through job orders placed with the Employment Development Department. 7 out of 15 employers responding to this question hire by accepting unsolicited applications.

### Annual Turnover

Employers responding to the survey report a 9.2% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 380-500 employees (very large).

### Gender

- 28% Male, 72% Female.

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## Where The Jobs Are

### The major employing industries include:

- Individual and family social services,
- Local government offices,
- Child day care services, and
- Residential care.

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## Projections

### Annual Job Growth Rate

- 2.60 times the average (much faster than average)

### Number of New Hires in the Last Year: 31

- Promotions: 3
- Employees Leaving: 16
- New Positions: 6
- Temporary: 6

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 120 positions
- Job Openings from Separations: 60 positions

### Employer Projected Occupation Growth

8 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 7 out of 15 employers project their employment in this occupation will grow over the next 36 months.

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## Other Information

### Promotional Opportunities

10 out of 15 employers promote from this occupation to other positions, such as:

- Lead Staff Person,
- Training and Development Officer,
- Supervisor,
- Assistant Administrator,
- Facility Manager, and
- Director.



# Social Workers – Medical and Psychiatric

Alternative Titles: Advocates-Counselors, Clinician Team Leaders, Counselors, Group Home Social Workers, Substance Abuse Counselors, Therapists

OES Code: 273020

16 Firms Responding Representing 118 Employees

## Description

Medical and Psychiatric Social Workers counsel and aid individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept, and follow medical recommendations. Includes Chemical Dependency Counselors.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$15.00	\$14.38
New Hires, Experience	\$5.75-\$24.00	\$15.99
3+ Years Experience w/Firm	\$7.50-\$27.00	\$17.34

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	31 %	56 %	6 %	6 %
Dental	6 %	56 %	13 %	25 %
Vision	13 %	31 %	25 %	31 %
Life Insurance	25 %	25 %	25 %	25 %
Sick Leave	88 %	0 %	6 %	6 %
Vacation	88 %	0 %	6 %	6 %
Retirement Plan	31 %	25 %	19 %	25 %
Child Care	0 %	0 %	6 %	94 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	13 %	0 %	25 %
Dental	0 %	19 %	0 %	25 %
Vision	6 %	6 %	0 %	31 %
Life Insurance	6 %	6 %	0 %	31 %
Sick Leave	13 %	0 %	6 %	25 %
Vacation	13 %	0 %	6 %	25 %
Retirement Plan	13 %	0 %	0 %	31 %
Child Care	0 %	0 %	0 %	44 %

Other employee benefits that may be offered include: 401(k) retirement plan; employee assistance program.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	75%	40
Part-Time	20%	23
Temporary/On-Call	5%	15
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers require at least a high school diploma or equivalent. 7 out of 16 responding employers require completion of graduate studies. 6 out of 16 responding employers require a four-year bachelor degree. 1 out of 16 responding employers require a two-year associate degree.

### Training

11 out of 16 responding employers do not require employees to have training prior to employment. However, 3 out of 16 responding employers require and 2 out of 16 responding employers prefer an average of 30 months training prior to employment. 8 out of 15 responding employers allow an average of 15 months training to be substituted for previous work experience.

### Experience

15 out of 16 responding employers either require (11 out of 16) or prefer (4 out of 16) an average of 19 months experience in this occupation. 3 out of 15 responding employers allow an average of 16 months experience in related fields (counseling background, 12 step programs) to be substituted for previous experience.

### License/Certification

Employees in this occupation may require either a Clinical Social Worker Associate (Registration) or a Clinical Social Worker (License) from the Board of Behavioral Sciences (State of California Department of Consumers Affairs).

Associate registration is geared for employees who are obtaining experience to qualify for licensure. Applicants must hold a masters degree from an accredited school or department of social work and undergo a fingerprint check. This registration may be

renewed annually for a maximum of 5 years; then applicants are expected to qualify for licensure.

Licenses are required for all employees engaging in private practice clinical social work. Applicants must have a masters degree from an accredited school or department of social work and have 2 years of supervised postgraduate experience with no less than 3200 hours. To obtain a license, applicants must pass written and oral exams, complete courses in child abuse assessment and reporting, human sexuality, chemical substance dependency, spousal or partner abuse, and receive fingerprint clearance through the Federal Bureau of Investigation.

#### **Technical Skills**

- Treat and refer patients with substance abuse problems
- Knowledge of family social work and protective services for children and adults
- Ability to interview others on behalf of patients
- Ability to keep accurate caseload documentation
- Ability to interact with people from all economic, educational and cultural backgrounds

#### **Physical Skills**

- Ability to deal with distraught or hostile people, sordid surroundings, and distressing situations

#### **Personal or Other Skills**

- Ability to work independently
- Ability to apply complex rules and regulations
- Ability to handle crisis situations
- Need to have a caring personality

#### **Basic Skills**

- Ability to read and follow instructions
- Good communication and listening skills
- Knowledge of computers

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Very Difficult (3.27 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.6 on a scale of 4).

#### **Recruitment Methods**

13 out of 16 employers responding to this question hire new employees from the response to newspaper advertisements. 9 out of 16 employers responding to this question hire based on referrals of current employees. 6 out of 16 employers responding to this question hire using the internet.

#### **Annual Turnover**

Employers responding to the survey report a 19.6% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 70-90 employees (small to medium)

#### **Gender**

- 36% Male, 64% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Hospitals,
- Residential care,
- Nursing and personal care facilities, and
- Schools and educational services.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.80 times the average (much faster than average)

#### **Number of New Hires in the Last Year: 30**

- Promotions: 3
- Employees Leaving: 19
- New Positions: 6
- Temporary: 2

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions

#### **Employer Projected Occupation Growth**

14 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project their employment in this occupation will grow over the next 24 month.

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### **Other Information**

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#### **Promotional Opportunities**

7 out of 16 employers promote from this occupation to other positions, such as:

- Director,
- Administrator,
- Program Manager, and
- Regional Director.

# Stock Clerks - Stockroom, Warehouse, Storage Yard

Alternative Titles: Merchandise Clerks, Materials Management Coordinators, Replenishment Clerks

OES Code: 580230

17 Firms Responding Representing 141 Employees

## Description

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. This description does not include stockroom laborers and workers whose primary duties involve shipping, weighing, and checking.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$10.00	\$6.50
New Hires, Experience	\$6.00-\$12.00	\$7.00
3+ Years Experience w/Firm	\$6.50-\$14.50	\$8.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	35 %	53 %	0 %	6 %
Dental	47 %	41 %	0 %	6 %
Vision	41 %	35 %	0 %	18 %
Life Insurance	41 %	24 %	12 %	18 %
Sick Leave	65 %	0 %	0 %	29 %
Vacation	88 %	0 %	0 %	6 %
Retirement Plan	53 %	18 %	6 %	18 %
Child Care	6 %	0 %	0 %	88 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	18 %	0 %	41 %
Dental	6 %	18 %	0 %	41 %
Vision	6 %	12 %	0 %	47 %
Life Insurance	12 %	6 %	6 %	41 %
Sick Leave	12 %	0 %	0 %	53 %
Vacation	24 %	0 %	0 %	41 %
Retirement Plan	12 %	0 %	6 %	47 %
Child Care	6 %	0 %	0 %	59 %

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; performance bonuses; and stock options plans.

### Union/Collective Bargaining

Yes, 2 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 3% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	52%	39
Part-Time	48%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent. 1 out of 17 responding employers accept less than a high school education.

### Training

13 out of 17 responding employers do not require employees to have any training prior to employment. However, 4 out of 17 responding employers either require (1 out of 17) or prefer (3 out of 17) that employees have an average of 6 months training in warehousing. 6 out of 10 responding employers allow an average of 4 months training to be substituted for previous work experience.

### Experience

10 out of 17 responding employers either require (2 out of 17) or prefer (8 out of 17) an average of 7 months experience in this occupation. 8 out of 10 responding employers allow an average of 7 months experience in related fields (retail sales) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Inventory control of new merchandise
- Ability to check manifest for errors
- Knowledge of warehousing procedures
- Shipping and receiving knowledge
- Stocking of shelves and pallets
- Ordering of supplies using computer spreadsheet
- Computer knowledge
- Knowledge of price scanners and shelf label pricing equipment

### Physical Skills

- Physically fit for standing, walking, stooping, bending and lifting
- Knowledge of safety equipment

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## Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to perform routine, repetitive work
- Knowledge of updated products

## Basic Skills

- Ability to read and write for following directions
- Ability to follow oral instructions
- Basic math

Employers may require employees possess a valid drivers license. Depending on the type of business, employers may require forklift and pallet jack experience, and basic computer knowledge.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4)
- Inexperienced Applicants: Not Difficult (1.80 on a scale of 4)

### Recruitment Methods

9 out of 16 employers responding to this question hire new employees based on referrals from current employees. 8 out of 16 employers responding to this question hire through in-house promotions and transfers. 7 out of 16 employers responding to this question staff by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 28.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 360-380 employees (very large)

### Gender

- 70% Male, 30% Female

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## Where The Jobs Are

### The major employing industries include:

- Grocery and stores,
- General medical and surgical hospitals,
- Lumber and building materials,
- Plumbing and hydronic heating supplies, and
- Government (state, county and city).

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## Projections

### Annual Job Growth Rate

- 0.27 times the average (slower than average)

### Number of New Hires in the Last Year: 46

- Promotions: 13
- Employees Leaving: 25
- New Positions: 8
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

13 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

13 out of 17 employers promote from this occupation to other positions, such as:

- Head Clerk,
- Floor Sales,
- Supervisor (Merchandise, Department, etc.) and
- Manager (Sales, Department, Receiving, etc.).

# Surgical Technicians

Alternative Titles: Scrub Technicians, Operating Room Technicians, Clinical Assistants

OES Code: 329280

6 Firms Responding Representing 41 Employees

## Description

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile set-ups, count sponges, needles and instruments before and during surgery, check the operation of equipment and clean and restock the operating room. They may pass instruments and supplies to surgeons and may assist in transporting, positioning, prepping and draping patients for surgery. They may be known as Surgical Technologists. Does not include Surgical Assistants who perform such tasks as retracting tissue, suturing skin and suctioning blood during surgery.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$7.50-\$11.08	\$ 8.51
New Hires, Experience	\$8.50-\$12.70	\$ 9.22
3+ Years Experience w/Firm	\$9.88-\$15.00	\$10.50

### Benefits

	Full-Time	Part-Time
Medical Insurance	100%	67%
Dental Insurance	83%	67%
Vision Insurance	67%	50%
Life Insurance	83%	50%
Paid Sick Leave	100%	67%
Paid Vacation	100%	67%
Retirement Plan	83%	50%
Child Care	17%	17%

Other employee benefits that may be offered include: 401(k) retirement plans; accidental death and dismemberment insurance; and long-term disability insurance.

### Union/Collective Bargaining

None. 6 out of 6 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	44%	37
Part-Time	27%	19
Temporary/On-Call	29%	23
Seasonal	0%	0

## Employer Requirements

### Education

3 out of 6 responding employers report recent hires have at least a high school diploma or equivalent. 2 out of 6 responding employers report recent hires have some college but no degree. 1 out of 6 responding employers report recent hires have a two-year associate degree.

### Training

4 out of 6 responding employers require a range of 9-24 months of training (or certification) in medical terminology, Certified Nurse Assistant (CAN), medical assisting or scrub technician certification prior to employment.

### Experience

6 out of 6 responding employers either sometimes (2 out of 6) or always (4 out of 6) require work-related experience ranging between 6-36 months as a CAN, Licensed Vocational Nurse (LVN), Registered Nurse (RN), medical assisting or scrub tech work. 4 out of 6 responding employers will either sometimes (3 out of 6) or usually (1 out of 6) allow training to substitute for previous experience.

### License/Certification

Although certification by the Liaison Council on Certification of Surgical Technologists is not required, it is advised because certain facilities may require that certification as a prerequisite for hiring. Prior to certification, applicants must complete a one-year Surgical Technician/Technology training program at a vocational technical school, community college or at a hospital.

### Technical Skills

- Knowledge of physiology
- Knowledge of anatomy
- Ability to follow emergency procedures
- Instrument sterilization

- Infection control
- Understanding of asepsis
- Ability to assist with the application of dressings
- Knowledge of pharmacology
- Ability to perform pre-operative shave preps
- Ability to assist in the recovery room
- Certified Operating Room Technician (CORT)
- Knowledge of medical terminology

#### Physical Skills

- Manual dexterity
- Ability to stand continuously for 2 or more hours

#### Personal or Other Skills

- Ability to relate to patients
- Willingness to work as part of a team
- Ability to work independently

#### Basic Skills

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in basic life support (BLS) certification. Over the next three years, employers noted skills such as keeping pace with equipment and technology changes would be needed in this occupation.

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.33 on a scale of 4)

#### Recruitment Methods

5 out of 6 employers responding to this question hire new employees base on referrals from current employees or via in-house promotions and transfers. 3 out of 6 employers responding to this question hire based on the response to newspaper advertisements.

#### Annual Turnover

Employers responding to the survey report a 20.6% annual turnover rate.

### Size of Occupation

#### Size of Occupation

- 30-40 employees (small).

#### Gender

- 29% Male, 71% Female.

### Where The Jobs Are

#### The major employing industries include:

- General medical and surgical hospitals, and
- Office and clinics of doctors of medicine.

### Projections

#### Annual Job Growth Rate

- 2.70 times the average (much faster than average)

#### Number of New Hires in the Last Year: 22

- Promotions: 0
- Employees Leaving: 7
- New Positions: 7
- Temporary: 8

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

#### Employer Projected Occupation Growth

4 out of 6 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 2 out of 6 employers project their employment in this occupation will grow over the next 36 months.

### Other Information

#### Promotional Opportunities

2 out of 6 employers promote from this occupation to other positions, such as:

- Circulating Surgery Assistant,
- Licensed Vocational Nurse (LVN) (when appropriately credentialed), and
- Registered Nurse (when appropriately credentialed).

# Systems Analysts - Electronic Data Processing

Alternative Titles: Office Automation Consultants, Network Managers, Computer Support Technicians, Computer Science Specialists, System Software Technicians

OES Code: 251020

12 Firms Responding Representing 44 Employees

## Description

Systems Analysts – Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This description does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$ 8.96-\$19.16	\$15.24
New Hires, Experience	\$11.20-\$21.86	\$16.40
3+ Years Experience w/Firm	\$11.67-\$24.74	\$17.76

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$ 9.95-\$16.11	\$12.99
New Hires, Experience	\$10.97-\$16.96	\$15.04
3+ Years Experience w/Firm	\$12.09-\$21.29	\$16.81

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	58 %	42 %	0 %	0 %
Dental	58 %	33 %	0 %	8 %
Vision	67 %	17 %	0 %	17 %
Life Insurance	75 %	8 %	0 %	17 %
Sick Leave	100 %	0 %	0 %	0 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	33 %	67 %	0 %	0 %
Child Care	0 %	8 %	0 %	92 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	17 %	0 %	0 %
Dental	0 %	17 %	0 %	0 %
Vision	8 %	8 %	0 %	0 %
Life Insurance	8 %	8 %	0 %	0 %
Sick Leave	8 %	8 %	0 %	0 %
Vacation	8 %	8 %	0 %	0 %
Retirement Plan	0 %	17 %	0 %	0 %
Child Care	0 %	0 %	0 %	17 %

Other employee benefits that may be offered include: overtime pay; and medical expense reimbursement.

### Union/Collective Bargaining

Yes, 6 out of 12 employers responding to the survey report their employees in this occupation are unionized, representing 61% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	86%	41
Part-Time	7%	23
Temporary/On-Call	7%	40
Seasonal	0%	0

## Employer Requirements

### Education

12 out of 12 responding employers require at least a high school diploma or equivalent. 6 out of 12 responding employers require a two-year associate degree. 2 out of 12 responding employers require a four-year bachelor degree.

### Training

8 out of 12 responding employers either require (4 out of 12) or prefer (4 out of 12) employees have an average of 27 months training in systems analysis and related sub-fields. 7 out of 12 responding employers allow an average of 15 months training to be substituted for previous work experience.

### Experience

12 out of 12 responding employers either require (4 out of 12) or prefer (8 out of 12) an average of 24 months experience in this occupation. 5 out of 12 responding employers will allow an average of 22 months experience in related fields (information technology) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Knowledge of computer concepts
- Familiar with programming languages
- Data processing knowledge
- Accounting knowledge
- Physical sciences knowledge
- Knowledge of computer software and hardware
- Evaluate business procedures and problems
- Prepare specifications for basic network programming

### Physical Skills

- Good vision
- Ability to work rapidly

- Ability to perform precision work
- Able to sit for periods of time

#### **Personal or Other Skills**

- Ability to pay attention to detail
- Ability to work independently
- Ability to work closely with others

#### **Basic Skills**

- Ability to read and follow directions
- Ability to write legibly
- Logical thinker
- Oral communications
- Excellent math
- Customer service

Employers often require Systems Analysts have substantial knowledge of word processing, database, spreadsheet and desktop publishing software, in addition to solid programming abilities.

Depending on the nature of the business, employees may need an understanding of accounting, business management or economics (for work in a business environment) or background in the physical sciences, mathematics or engineering (for work at scientifically oriented organizations).

Systems Analysts may design application software for computers. They also may prepare technical documentation and instructional manuals relevant to the establishment and functioning of entire operational systems.

Employees should expect to frequently attend continuing education courses in computer concepts, systems analysis and data base management to upgrade their skills and remain current in a rapidly evolving industry.

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Moderately Difficult (2.25 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.63 on a scale of 4)

#### **Recruitment Methods**

11 out of 12 employers responding to this question hire new employees based on response to newspaper advertisements. 4 out of 12 employers responding to this question hire through response to advertisements placed in trade journals, response to postings on the

internet and from direct referrals from colleges and universities.

#### **Annual Turnover**

Employers responding to the survey report a 17.1% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 110-160 employees (medium)

#### **Gender**

- 77% Male, 23% Female

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Government (federal, state, county and city),
- Elementary and secondary schools, and
- Paper mills.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.21 times the average (faster than average)

#### **Number of New Hires in the Last Year: 16**

- Promotions: 1
- Employees Leaving: 5
- New Positions: 9
- Temporary: 1

#### **Projected Job Openings (Through 2002)**

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

#### **Employer Projected Occupation Growth**

8 out of 12 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 12 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

7 out of 12 employers promote from this occupation to other positions, such as:

- Senior or Lead Systems Analyst,
- Supervisor, and
- Manager.



# Teachers - Kindergarten

Alternative Titles: Kindergarten Teachers

OES Code: 313040

18 Firms Responding Representing 86 Employees

## Description

Kindergarten Teachers teach elemental natural and social science, personal hygiene, music, art and literature to children from 4 to 6 years old. Promote physical, mental, and social development. May be required to hold State certification.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$13.52-\$17.53	\$16.15
New Hires, Experience	\$13.52-\$17.54	\$16.15
3+ Years Experience w/Firm	\$14.00-\$24.93	\$18.56

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$6.71-\$20.14	\$11.19
New Hires, Experience	\$6.71-\$25.00	\$11.85
3+ Years Experience w/Firm	\$7.19-\$30.00	\$12.84

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	72 %	6 %	0 %	6 %
Dental	67 %	0 %	0 %	17 %
Vision	61 %	0 %	0 %	22 %
Life Insurance	50 %	6 %	0 %	28 %
Sick Leave	83 %	0 %	0 %	0 %
Vacation	22 %	0 %	0 %	61 %
Retirement Plan	28 %	39%	6 %	11 %
Child Care	0 %	0 %	6 %	78 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	11 %	0 %	0 %
Dental	6 %	6 %	0 %	6 %
Vision	6 %	6 %	0 %	6 %
Life Insurance	0 %	6 %	6 %	6 %
Sick Leave	6 %	0 %	0 %	11 %
Vacation	0 %	0 %	0 %	17 %
Retirement Plan	6 %	0 %	6 %	6 %
Child Care	0 %	0 %	0 %	17 %

Other employee benefits that may be offered include: cafeteria benefits plan.

### Union/Collective Bargaining

Yes, 10 out of 18 employers responding to the survey report their employees in this occupation are unionized, representing 87% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	97%	38
Part-Time	3%	21
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

13 out of 18 responding employers require a four-year bachelor degree. 4 out of 18 responding employers require a two-year associate degree. 1 out of 18 responding employers requires completion of graduate studies.

### Training

8 out of 18 responding employers require employees have an average of 35 months training prior to employment. 3 out of 8 responding employers allow an average of 24 months training to be substituted for previous work experience.

### Experience

3 out of 18 responding employers require and 5 out of 18 responding employers prefer an average of 27 months experience in this occupation. 0 out of 8 responding employers allow experience in related fields to be substituted for previous experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Have skills to teach common music, art, and physical education
- Enthusiasm, creativity and patience
- Active listening skills
- Teach rules of conduct in the classroom and on playground
- Supervise children in outdoor and indoor play activities
- Follow curriculum guidelines or requirements established by the State and school board

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### Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

### Personal or Other Skills

- Ability to work independently
- Ability to assess emergency situations
- Ability to administer general first aid
- Ability to speak effectively to convey information
- Understanding a variety of cultural backgrounds
- Excellent organizational skills
- Classroom management skills
- Ability to work closely with others
- Ability to pay attention to details
- Good grooming standards
- Ability to exercise patience

### Basic Skills

- Proper education requirements for teaching
- Ability to follow and understand instructions and directions
- Good communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.25 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.93 on a scale of 4).

### Recruitment Methods

13 out of 18 employers responding to this question hire new employees through college and university recruitment. 8 out of 18 employers responding to this question hire based on referrals from current employees, the response to newspaper advertisements and via in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 4.8% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 110-110 employees (medium)

### Gender

- 1% Male, 99% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools.

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## Projections

### Annual Job Growth Rate

- 0.00 times the average (stable: no growth)

### Number of New Hires in the Last Year: 7

- Promotions: 1
- Employees Leaving: 3
- New Positions: 3
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 0 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

16 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 18 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

6 out of 18 employers promote from this occupation to other positions, such as:

- Teacher (First to Eighth Grade),
- Administrative, and
- Principal.

# Teachers - Preschool

Alternative Titles: Afternoon Teachers, Headstart Teachers, Preschool Teachers

OES Code: 313030

17 Firms Responding Representing 161 Employees

## Description

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 6.00	\$ 6.00
New Hires, Experience	\$6.00-\$10.12	\$ 7.00
3+ Years Experience w/Firm	\$6.25-\$13.61	\$ 9.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	35 %
Dental	24 %	6 %	0 %	53 %
Vision	18 %	0 %	0 %	65 %
Life Insurance	12 %	0 %	12 %	59 %
Sick Leave	41 %	0 %	6 %	35 %
Vacation	71 %	0 %	0 %	12 %
Retirement Plan	12 %	6 %	0 %	65 %
Child Care	24 %	18 %	0 %	41 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	12 %	12 %	0 %	53 %
Dental	6 %	0 %	0 %	71 %
Vision	6 %	0 %	0 %	71 %
Life Insurance	6 %	0 %	0 %	71 %
Sick Leave	29 %	0 %	0 %	47 %
Vacation	41 %	0 %	0 %	35 %
Retirement Plan	6 %	0 %	0 %	71 %
Child Care	24 %	18 %	0 %	35 %

Other employee benefits that may be offered include: bereavement time off (3 days).

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 1% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	65 %	38
Part-Time	24 %	23
Temporary/On-Call	7 %	22
Seasonal	3 %	25

## Employer Requirements

### Education

16 out of 17 responding employers require at least a high school diploma or equivalent. 7 out of 17 responding employers require a two-year associate degree. 1 out of 17 responding employers require a four-year bachelor degree. 1 out of 17 responding employers accepts less than a high school education.

### Training

16 out of 17 responding employers require and 1 out of 17 responding employers prefers that employees have an average of 19 months training prior to employment. 5 out of 12 responding employers allow an average of 11 months training to be substituted for previous work experience.

### Experience

9 out of 17 responding employers require and 3 out of 17 responding employers prefer an average of 16 months experience in this occupation. 3 out of 12 employers allow an average of 10 months experience in related fields (teaching background, home day care) to be substituted for previous experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Understanding a variety of cultures
- Oral reading skills
- Communication and language skills
- Artistic skills
- Musical skills
- Ability to stimulate children's curiosity and imagination
- Supervisory skills

- Classroom management skills
- Ability to work with groups of children
- Ability to supervise children in outdoor and indoor play activities
- Ability to administer general first aid & CPR

#### Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

#### Personal or Other Skills

- Ability to work independently
- Ability to work under close supervision
- Ability to assess emergency situations
- Ability to work closely with others
- Ability to pay attention to details
- Ability to exercise self control and patience's

#### Basic Skills

- Ability to read and follow instructions and directions
- Able to write legibly
- Basic math skills
- Oral communication skills

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### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.10 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4).

#### Recruitment Methods

15 out of 17 employers responding to this question hire new employees based on the response to newspaper advertisements. 9 out of 17 employers responding to this question hire through college and university recruitment and by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 10.8% annual turnover rate.

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### Size of Occupation

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#### Size of Occupation

- 170-210 employees (large).

#### Gender

- 2% Male, 98% Female.

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### Where The Jobs Are

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#### The major employing industries include:

- Elementary and secondary schools, and
- Child day care services.

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### Projections

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#### Annual Job Growth Rate

- 1.48 times the average (faster than average)

#### Number of New Hires in the Last Year: 33

- Promotions: 4
- Employees Leaving: 12
- New Positions: 13
- Temporary: 4

#### Projected Job Openings (Through 2004)

- Job Openings from Growth: 40 positions
- Job Openings from Separations: 30 positions

#### Employer Projected Occupation Growth

16 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

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#### Promotional Opportunities

9 out of 17 employers promote from this occupation to other positions, such as:

- Head Teacher,
- Assistant Director, and
- Director.

# Teachers – Special Education

Alternative Titles: Special Day Class Teachers, Special Education Teachers

OES Code: 313110

16 Firms Responding Representing 107 Employees

## Description

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$12.44-\$21.55	\$16.08
New Hires, Experience	\$11.00-\$21.55	\$14.82
3+ Years Experience w/Firm	\$14.00-\$24.93	\$18.09

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	88 %	13 %	0 %	0 %
Dental	81 %	13 %	0 %	6 %
Vision	81 %	13 %	0 %	6 %
Life Insurance	50 %	6 %	25 %	19 %
Sick Leave	100%	0 %	0 %	0 %
Vacation	38 %	0 %	0 %	63 %
Retirement Plan	38 %	44 %	13 %	6 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	6 %	0 %	6 %
Dental	0 %	6 %	0 %	6 %
Vision	0 %	6 %	0 %	6 %
Life Insurance	0 %	0 %	0 %	13 %
Sick Leave	0 %	0 %	0 %	13 %
Vacation	0 %	0 %	0 %	13 %
Retirement Plan	0 %	0 %	0 %	13 %
Child Care	0 %	0 %	0 %	13 %

Other employee benefits that may be offered include: STRS retirement plan.

### Union/Collective Bargaining

Yes, 14 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 97% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	18%	30
Full-Time (35 hrs. or more)	80%	37
Part-Time	2%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

7 out of 16 responding employers require a four-year bachelor degree. 5 out of 16 responding employers require a two-year associate degree. 4 out of 16 responding employers require completion of graduate studies.

### Training

5 out of 16 responding employers require and 1 out of 16 responding employers prefers employees have an average of 26 months training prior to employment. 4 out of 11 responding employers allow an average of 18 months training to be substituted for previous work experience.

### Experience

7 out of 16 responding employers require and 4 out of 16 responding employers prefer an average of 27 months experience in this occupation. 3 out of 11 responding employers allow an average of 16 months experience in related fields (child counselor, mental health or disability background) to be substituted for previous experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Ability to teach students with physical and learning disabilities
- Ability to instruct tailored teaching techniques
- Ability to administer emergency first aid & CPR
- Ability to plan and organize training programs
- Ability to follow curriculum guidelines or requirements of the state and school

- Ability to evaluate students performance
- Ability to assess motor skills
- Ability of teaching common music, art and physical education

#### **Physical Skills**

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

#### **Personal or Other Skills**

- Ability to work independently
- Ability to speak or sign effectively to convey information to students
- Ability to understand a variety of cultural backgrounds
- Excellent organizational skills
- Classroom management skills
- Ability to work closely with others
- Interpersonal skills
- Ability to work under pressure
- Ability to handle crisis situations
- Good grooming standards

#### **Basic Skills**

- Must hold proper teaching credentials
- Ability to follow and understand instructions and directions
- Ability to write legibly
- Good communication skills

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Very Difficult (3.14 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4).

#### **Recruitment Methods**

14 out of 16 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 16 employers responding to this question hire through college and university recruitment. 6 out of 16 employers responding to this question hire based on referrals from schools and programs.

#### **Annual Turnover**

Employers responding to the survey report a 14.3% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 210-240 employees (large).

#### **Gender**

- 24% Male, 76% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Elementary and secondary schools.

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### **Projections**

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#### **Annual Job Growth Rate**

- 0.90 times the average (average)

#### **Number of New Hires in the Last Year: 17**

- Promotions: 2
- Employees Leaving: 13
- New Positions: 2
- Temporary: 0

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions

#### **Employer Projected Occupation Growth**

14 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

4 out of 16 employers promote from this occupation to other positions, such as:

- Manager,
- Administrator,
- Coordinator,
- Director,
- Principal and
- Superintendent.

# Tellers

Alternative Titles: Customer Service Representatives, Member Service Representatives, Personal Bankers

OES Code: 531020

15 Firms Responding Representing 111 Employees

## Description

Tellers receive and pay out money and keep records of money and negotiable instruments involved in various financial institutions' transactions.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 7.70	\$6.90
New Hires, Experience	\$7.00-\$ 8.06	\$7.75
3+ Years Experience w/Firm	\$8.00-\$10.36	\$9.13

### Benefits

Note: 14 out of 15 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	93%	50%
Dental Insurance	86%	43%
Vision Insurance	79%	43%
Life Insurance	86%	43%
Paid Sick Leave	93%	57%
Paid Vacation	93%	57%
Retirement Plan	93%	43%
Child Care	29%	21%

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; stock options; accidental death and dismemberment insurance; travel insurance; and tuition assistance. Employers may have a minimum-hours-worked requirement for full-time and part-time employees for certain benefits. Benefits may be prorated for part-time employees.

### Union/Collective Bargaining

Yes, 1 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 2% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	3%	32
Full-Time (35 hrs. or more)	34%	40
Part-Time	52%	24
Temporary/On-Call	11%	17
Seasonal	0%	0

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 5 out of 15 responding employers report recent hires have some college but no degree.

### Training

2 out of 15 responding employers require a range of 6-12 months of training (or certification) in cashier, accounting or bank training programs prior to employment.

### Experience

13 out of 15 responding employers either sometimes (5 out of 15), usually (5 out of 15) or always (3 out of 15) require work-related experience ranging between 5-60 months in cashier, teller, banking services, customer service or sales positions. 15 out of 15 responding employers will either sometimes (9 out of 15), usually (4 out of 15) or always (2 out of 15) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Record keeping
- Alphabetic and numeric filing
- Cash handling
- Ability to operate 10-key by touch
- Bondable
- Ability to write effectively
- Ability to type at least 30 wpm

### Physical Skills

- Ability to stand continuously for 2 or more hrs

### Personal or Other Skills

- Ability to perform routine, repetitive work
- Willingness to work with close supervision
- Ability to work independently
- Customer service

### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly

- Oral communication

Employers seek employees who are skilled in word processing, database management, Windows, and spreadsheets. Over the next three years, employers noted skills in computers, inter-personal, sales, and asset/liability knowledge will be needed in this occupation. Obsolete skill noted was use of 10-key adding machines.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.47 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.00 on a scale of 4)

### Recruitment Methods

11 out of 15 employers responding to this question hire new employees based on response to newspaper advertisements. 9 out of 15 employers responding to this question hire based on referrals from current employees, via in-house promotions and transfers and through direct referrals from public schools and programs.

### Annual Turnover

Employers responding to the survey report a 31.7% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 200-180 employees (large).

### Gender

- 7% Male, 93% Female.

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## Where The Jobs Are

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### The major employing industries include:

- State and national commercial banks, and
- Credit unions (not federally chartered).

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## Projections

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### Annual Job Growth Rate

- -0.80 times the average (slow decline)

### Number of New Hires in the Last Year: 42

- Promotions: 14
- Employees Leaving: 19
- New Positions: 7
- Temporary: 2

### Projected Job Openings (Through 2001)

- Job Openings from Growth: -20 positions
- Job Openings from Separations: 60 positions

### Employer Projected Occupation Growth

6 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 8 out of 15 employers project their employment in this occupation will grow over the next 36 months. 1 out of 15 employers project their employment in this occupation will decline over the next 36 months.

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## Other Information

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### Promotional Opportunities

15 out of 15 employers promote from this occupation to other positions, such as:

- New Account Representative,
- Operations Assistant,
- Customer Service Officer,
- Collections,
- Loan Interviewer Officer, and
- Supervisor.



# Traffic, Shipping and Receiving Clerks

Alternative Titles:

Merchandise Support, Warehouse Associates, Customer Service/Operations

OES Code: 580280

17 Firms Responding Representing 67 Employees

## Description

Traffic, Shipping and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks and workers whose primary duties involve weighing and checking.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 7.50	\$6.00
New Hires, Experience	\$5.80-\$ 9.25	\$7.00
3+ Years Experience w/Firm	\$6.75-\$13.90	\$8.63

### Benefits

	Full-Time	Part-Time
Medical Insurance	94%	18%
Dental Insurance	76%	18%
Vision Insurance	47%	12%
Life Insurance	76%	12%
Paid Sick Leave	76%	24%
Paid Vacation	98%	24%
Retirement Plan	88%	18%
Child Care	6%	0%

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; profit sharing; and paid holidays. Employers may have a waiting period for certain benefits.

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 6% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	3%	30
Full-Time (35 hrs. or more)	69%	40
Part-Time	28%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 17 responding employers report recent hires have at least a high school diploma or equivalent. 1 out of 17 responding employers report recent hires have some college but no degree.

### Training

1 out of 17 responding employers require a range of 1 month of training (or certification) in register usage prior to employment.

### Experience

12 out of 17 responding employers either sometimes (6 out of 17), usually (4 out of 17) or always (2 out of 17) require work-related experience ranging between 6-24 months in warehouse stocking, shipping and receiving, forklift usage or industry specific positions. 14 out of 17 responding employers will either sometimes (9 out of 17), usually (2 out of 17) or always (3 out of 17) allow training to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to operate a forklift
- Ability to plan and organize the work of others
- Record keeping
- Understanding of inventory techniques
- Ability to use the US and private parcel post services
- Possession of a valid driver's license
- Ability to write effectively
- Ability to type at least 30 wpm

### Physical Skills

- Ability to stand continuously for 2 or more hrs
- Ability to lift at least 60 lbs repeatedly

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Basic math

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing, spreadsheet, desktop publishing, computer/computerized cash register or wide area networks (WAN). Over the next three years, employers noted increased computer skills and use of industry specific software would be needed in this occupation.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: Somewhat Difficult (2.76 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.38 on a scale of 4)

### Recruitment Methods

10 out of 17 employers responding to this question hire new employees through in-house promotions and transfers. 8 out of 17 employers responding to this question hire based on referrals from current employees. 7 out of 17 employers responding to this question hire via accepting unsolicited applicants and through job orders placed with the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 17.5% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 440-450 employees (very large).

### Gender

- 69% Male, 31% Female.

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## Where The Jobs Are

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### The major employing industries include:

- United States Postal Service,
- Department stores, and
- Grocery stores, dairy products (fluid milk).

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## Projections

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### Annual Job Growth Rate

- 0.20 times the average (slower than average)

### Number of New Hires in the Last Year: 15

- Promotions: 3
- Employees Leaving: 8
- New Positions: 4
- Temporary: 0

### Projected Job Openings (Through 2001)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

11 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 6 out of 17 employers project their employment in this occupation will grow over the next 36 months.

---

## Other Information

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### Promotional Opportunities

16 out of 17 employers promote from this occupation to other positions, such as:

- Purchasing,
- Sales,
- Supervisor,
- Stock or Warehouse Manager, and
- Store Manager.

# Truck Drivers – Heavy or Tractor Trailer

Alternative Titles: Company Drivers, Drivers, Pick-up and Delivery Drivers, Transport Drivers

OES Code: 971020

20 Firms Responding Representing 471 Employees

## Description

Heavy or Tractor Trailer Truck Drivers drive tractor trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.90-\$11.50	\$ 9.30
New Hires, Experience	\$7.48-\$17.74	\$11.46
3+ Years Experience w/Firm	\$9.21-\$20.13	\$13.21

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	65 %	30 %	5 %	0 %
Dental	35 %	10 %	20 %	35 %
Vision	20 %	15 %	20 %	45 %
Life Insurance	50 %	5 %	15 %	30 %
Sick Leave	35 %	0 %	5 %	60 %
Vacation	75 %	0 %	5 %	20 %
Retirement Plan	25 %	25 %	25 %	25 %
Child Care	0 %	0 %	10 %	90 %

Other employee benefits that may be offered include: 401(k) retirement plan; medical coverage after 1 year

### Union/Collective Bargaining

Yes, 1 out of 20 employers responding to the survey report their employees in this occupation are unionized, representing less than 1% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	85%	44
Part-Time	0%	0
Temporary/On-Call	3%	38
Seasonal	12%	40

## Employer Requirements

### Education

10 out of 20 responding employers require at least a high school diploma or equivalent, although 10 out of 20 responding employers will accept less than a high school education.

### Training

10 out of 20 responding employers require employees have an average of 4 months training prior to employment. 5 out of 19 responding employers allow an average of 6 months training to be substituted for previous work experience.

### Experience

19 out of 20 responding employers either require (14 out of 20) or prefer (5 out of 20) an average of 19 months experience in this occupation. 5 out of 18 responding employers allow an average of 11 months experience in related fields (truck mechanic, welder, warehousing, delivery background) to be substituted for previous experience.

### License/Certification

Employees in this occupation must obtain a Class A Commercial Driving License from the Department of Motor Vehicles. Applicants must be 18 years of age (21 years of age for interstate commerce) and meet licensing requirements that consist of tests of vision, knowledge of the law, driving performance and a medical examination.

### Technical Skills

- Ability to drive and operate gasoline and diesel trucks
- Ability to handle tractor-trailers up to 20,000 lbs per axle
- Ability to handle tractor-trailers up to 75 ft in length
- Know state licensing and driving requirements
- Ability to drive and deliver a variety of goods
- Ability to load and unload truck
- Ability to operate a forklift or other hoisting equipment
- Ability to keep accurate log book
- Ability to do maintenance and minor repairs
- Possession of valid class A and B licenses
- Knowledge of all traffic laws and rules for driving safely
- Possession of a clean Department of Motor Vehicles driving record
- Driver must be 18 years old; out-of-state drivers must be 21 years old
- Able to transport live animals or refrigerated products

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### Physical Skills

- Able to pass a pre-employment medical exam
- Able to pass drug screening testing
- Physically able to drive truck for long distances and long hours
- Ability to sit for long periods of time
- Ability to put snow and ice chains on tires
- Ability to be on the road for many days

### Personal or Other Skills

- Ability to work independently
- Ability to read and follow instructions and directions
- Ability to write legibly
- Ability to follow oral instructions and directions
- Ability to drive in all kinds of weather elements and areas
- Ability to make good safety decisions

### Basic Skills

- Basic math skills
- Good communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.21 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4).

### Recruitment Methods

17 out of 20 employers responding to this question hire new employees based on referrals from current employees. 14 out of 20 employers responding to this question hire by accepting walk-in applicants. 12 out of 20 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 22.1% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1240-1450 employees (very large)

### Gender

- 96% Male, 4% Female.

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## Where The Jobs Are

### The major employing industries include:

- Trucking and courier services, except air, and
- Petroleum and petroleum products.

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## Projections

### Annual Job Growth Rate

- 1.06 times the average (average)

### Number of New Hires in the Last Year: 165

- Promotions: 1
- Employees Leaving: 102
- New Positions: 4
- Temporary: 58

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 210 positions
- Job Openings from Separations: 130 positions

### Employer Projected Occupation Growth

15 out of 20 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 20 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

8 out of 20 employers promote from this occupation to other positions, such as:

- Yard Foreperson,
- Inside Sales,
- Salesperson,
- Shipping Clerk,
- Dispatcher,
- Supervising Dispatcher, and
- Operations Manager.

# Truck Drivers, Light – Include Delivery and Route Workers

Alternative Titles: Couriers, Delivery Drivers, Route Drivers

OES Code: 971050

15 Firms Responding Representing 208 Employees

## Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$6.50	\$6.08
New Hires, Experience	\$6.00-\$8.00	\$6.40
3+ Years Experience w/Firm	\$6.00-\$8.50	\$7.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	33 %	0 %	27 %
Dental	13 %	0 %	13 %	60 %
Vision	7 %	7 %	7 %	67 %
Life Insurance	33 %	7 %	7 %	40 %
Sick Leave	33 %	0 %	0 %	53 %
Vacation	67 %	0 %	0 %	20 %
Retirement Plan	13 %	20%	7 %	47 %
Child Care	0 %	0 %	0 %	87 %

  

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	13 %	7 %	40 %
Dental	0 %	0 %	0 %	60 %
Vision	0 %	0 %	0 %	60 %
Life Insurance	7 %	0 %	0 %	53 %
Sick Leave	20 %	0 %	0 %	40 %
Vacation	27 %	0 %	0 %	33 %
Retirement Plan	7 %	0 %	0 %	53 %
Child Care	0 %	0 %	0 %	60 %

Other employee benefits that may be offered include: 401(k) retirement plans; employer pays mileage; and vacation after one year of employment.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	66%	40
Part-Time	33%	26
Temporary/On-Call	1%	12
Seasonal	<1%	40

## Employer Requirements

### Education

10 out of 15 responding employers require at least a high school diploma or equivalent, although 5 out of 15 responding employers will accept less than a high school education.

### Training

15 out of 15 responding employers do not require employees have any training prior to employment. 2 out of 6 responding employers allow an average of 5 months training to be substituted for previous work experience.

### Experience

3 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 10 months experience in this occupation. 3 out of 6 responding employers allow an average of 14 months experience in related fields (personal driving record, driving instructor, customer service, construction field) to be substituted for previous experience.

### License/Certification

Employees in the occupation require a valid drivers license from the Department of Motor Vehicles.

Employees in this occupation may also need to obtain a Commercial Driving License from the Department of Motor Vehicles. Applicants must be 18 years of age (21 years of age for interstate commerce) and meet licensing requirements that consist of tests of vision, knowledge of the law, driving performance and a medical examination.

### Technical Skills

- Ability to load and unload goods to be delivered
- Ability to drive in traffic, bad weather, city, rural and mountains
- Ability to do maintenance and minor repairs
- Possession of a valid drivers license

- Possession of a clean Department of Motor Vehicles driving record
- Ability to drive manual / stick shift vehicle
- Ability to read a map
- Knowledge of local areas and streets

#### **Physical Skills**

- Ability to sit, walk, run, and lift merchandise
- Able to pass pre-employment drug testing

#### **Personal or Other Skills**

- Excellent customer service skills
- Ability to work independently
- Ability to work under pressure and deadlines
- Ability to follow and adhere to all safety procedures
- Ability to follow employer's grooming standards

#### **Basic Skills**

- Basic math skills
- Ability to read and write
- Good communication skills
- Ability to follow directions

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### **Supply and Demand**

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#### **Degree of Difficulty Finding Qualified Applicants**

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.09 on a scale of 4).

#### **Recruitment Methods**

13 out of 15 employers responding to this question hire new employees based on referrals from current employee referrals. 12 out of 15 employers responding to this question hire by accepting walk-in applicants. 11 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

#### **Annual Turnover**

Employers responding to the survey report a 23.7% annual turnover rate.

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### **Size of Occupation**

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#### **Size of Occupation**

- 800-950 employees (very large).

#### **Gender**

- 65% Male, 35% Female.

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### **Where The Jobs Are**

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#### **The major employing industries include:**

- Trucking and courier services, except air,
- Air transportation, scheduled,
- Laundry, cleaning and garment services,
- Individual and family services,
- Motor vehicles, parts and supplies,
- Beverages,
- Newspapers,
- Automotive services, except repair,
- Miscellaneous equipment rental and leasing,
- Lumber and other building materials, and
- Personal supply services.

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### **Projections**

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#### **Annual Job Growth Rate**

- 1.18 times the average (faster than average)

#### **Number of New Hires in the Last Year: 50**

- Promotions: 0
- Employees Leaving: 49
- New Positions: 1
- Temporary: 0

#### **Projected Job Openings (Through 2004)**

- Job Openings from Growth: 150 positions
- Job Openings from Separations: 80 positions

#### **Employer Projected Occupation Growth**

14 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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### **Other Information**

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#### **Promotional Opportunities**

12 out of 15 employers promote from this occupation to other positions, such as:

- Lead Driver,
- Counter Person,
- Cashier,
- General Office Clerk,
- Sales,
- Yard Foreperson,
- Dispatcher,
- Supervisor, and
- Management.

# Vehicle Salespersons - Retail

Alternative Titles: Salespersons, Sales Representatives, Customer Salespersons

OES Code: 490111

15 Firms Responding Representing 95 Employees

## Description

Vehicle Salespersons – Retail sell new and used automobiles, trailers, mobile homes, motor homes, boats, motorcycles and other vehicles to the public. They explain the features and demonstrate the operation of the vehicle in the showroom or on the road, and suggest optional equipment. They may compute the sales price, including tax, trade-in allowance, license fee, and discount, and requirements for financing payment of the vehicle on credit. This description does not include workers who primarily sell vehicle parts and accessories.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$11.99	\$7.50
New Hires, Experience	\$5.75-\$20.14	\$7.85
3+ Years Experience w/Firm	\$5.75-\$25.89	\$9.97

Note: Wages in this occupation are mainly paid on a commission basis. Some employers offer a base salary, usually for a new employee, which is offset by commission earnings. The hourly wages above were calculated by commission earnings divided by the number of hours worked.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	33 %	7 %	7 %
Dental	33 %	13 %	0 %	53 %
Vision	7 %	13 %	7 %	73 %
Life Insurance	40 %	0 %	13 %	47 %
Sick Leave	27 %	0 %	0 %	73 %
Vacation	73 %	0 %	7 %	20 %
Retirement Plan	7 %	20 %	13 %	60 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	0 %	0 %	7 %
Dental	7 %	0 %	0 %	13 %
Vision	7 %	0 %	0 %	13 %
Life Insurance	0 %	0 %	0 %	20 %
Sick Leave	0 %	0 %	0 %	20 %
Vacation	7 %	0 %	0 %	13 %
Retirement Plan	0 %	0 %	0 %	20 %
Child Care	0 %	0 %	0 %	20 %

Other employee benefits that may be offered include: 401(k) retirement plans; and extra bonuses on sales.

## Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	97%	44
Part-Time	3%	23
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

12 out of 15 responding employers require at least a high school diploma or equivalent. 1 out of 15 responding employers requires a two-year associate degree. 3 out of 15 responding employers accept less than a high school education.

### Training

14 out of 15 responding employers do not require employees to have any training prior to employment. However, 1 out of 15 responding employers prefers employees have an average of 12 months training. 4 out of 12 responding employers allow an average of 5 months training to be substituted for previous work experience.

### Experience

12 out of 15 responding employers either require (4 out of 15) or prefer (8 out of 15) an average of 13 months experience in this occupation. 8 out of 12 responding employers allow an average of 13 months experience in related fields (sales, finance) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to apply sales techniques
- Understand inventory techniques
- Public contact
- Ability to deal with difficult people
- Good grooming and hygiene
- Professional appearance
- Oral communication
- Current and valid drivers license

---

### Physical Skills

- Physically able to stand, walk and sit for long periods of time

### Personal or Other Skills

- Understand a variety of cultures
- Willingness to work under close supervision
- Interpersonal skills
- Good listener
- Ability to exercise patients
- Ability to work independently

### Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Ability to write legibly
- Basic math

Employers look for employees with good people skills with the ability to communicate effectively.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.75 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.09 on a scale of 4)

### Recruitment Methods

14 out of 15 employers responding to this question hire new employees based on referrals from current employees and by accepting walk-in applicants. 10 out of 15 employers staff based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 42.5% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- Not available  
Note: This occupation was previously grouped under "Salespersons – Retail". Size of occupation ranges specifically for Vehicle Salespersons – Retail will not be available until the next projections are made.

### Gender

- 89% Male, 11% Female

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## Where The Jobs Are

### The major employing industries include:

- New and used car dealers,
- Boat dealers,
- Motorcycle dealers, and
- Recreational vehicle dealers.

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## Projections

### Annual Job Growth Rate

- Not available  
Note: This occupation was previously grouped under "Salespersons – Retail". Growth rate information specifically for Vehicle Salespersons – Retail will not be available until the next projections are made.

### Number of New Hires in the Last Year: 50

- Promotions: 5
- Employees Leaving: 29
- New Positions: 15
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: Not available
- Job Openings from Separations: Not available

Note: This occupation was previously grouped under "Salespersons – Retail". Openings by growth and separations specifically for Vehicle Salespersons – Retail will not be available until the next projections are made.

### Employer Projected Occupation Growth

9 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 6 out of 15 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

6 out of 15 employers promote from this occupation to other positions, such as:

- Sales Manager, and
- Finance Manager.



# Vocational and Educational Counselors

Alternative Titles: Community Skills Specialists, Service Coordinators, Marriage/Family/Child Counselors

OES Code: 315140

15 Firms Responding Representing 128 Employees

## Description

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$5.75-\$11.51	\$ 9.00
New Hires, Experience	\$6.65-\$30.00	\$10.84
3+ Years Experience w/Firm	\$7.40-\$65.00	\$12.29

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$13.77-\$20.49	\$16.24
New Hires, Experience	\$11.99-\$26.30	\$17.73
3+ Years Experience w/Firm	\$12.19-\$30.14	\$19.16

### Benefits

Note: 14 out of 15 employers responded to this survey question.

	Full-Time	Part-Time
Medical Insurance	100%	29%
Dental Insurance	86%	21%
Vision Insurance	64%	14%
Life Insurance	71%	29%
Paid Sick Leave	93%	21%
Paid Vacation	71%	21%
Retirement Plan	86%	36%
Child Care	0%	0%

Other employee benefits that may be offered include: paid holidays. Employers may have a waiting period for certain benefits.

### Union/Collective Bargaining

Yes, 7 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 37% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	9%	30
Full-Time (35 hrs. or more)	53%	39
Part-Time	31%	31
Temporary/On-Call	6%	8
Seasonal	0%	0

## Employer Requirements

### Education

15 out of 15 responding employers report recent hires have at least a high school diploma or equivalent. 1 out of 15 responding employers reports recent hires have some college but no degree. 4 out of 15 responding employers report recent hires have a four-year bachelor degree. 8 out of 15 responding employers report recent hires have completed graduate studies.

### Training

9 out of 15 responding employers require a range of 4-60 months of training (or certification) in specific coursework demanded by the industry, a school counseling credential, or either a masters or graduate degree prior to employment.

### Experience

15 out of 15 responding employers either sometimes (3 out of 15), usually (7 out of 15) or always (5 out of 15) require work-related experience ranging between 12-30 months in vocational/educational counseling, social work or teaching. 14 out of 15 responding employers will either sometimes (13 out of 15) or usually (1 out of 15) allow training to substitute for previous experience.

### License/Certification

School counselors are required to obtain a Pupil Personnel Services Credential which requires completing of at least 30 semester units of school counseling, including a practicum which involves students. The California Basic Educational Skills Test (CBEST) must also be passed. Community and four year college counselors need a bachelor degree and current enrollment in a master of counseling, guidance, psychology or social studies program. Rehabilitation counselors should have a master degree or be enrolled in a master degree program. The commission on Rehabilitation Counselor Certification certifies counselors based on both experience and education.

### Technical Skills

- Ability to plan and organize the work of others
- Record keeping
- Knowledge of veterans services
- Ability to treat substance abuse

- Ability to apply vocational skills assessment tools and techniques
- Rehabilitation counseling
- Family counseling
- Ability to interview others for information
- Ability to write effectively
- Ability to analyze labor market information
- Ability to conduct training programs

#### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

#### Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Employers seek employees who are skilled in word processing, database management, spreadsheets, and general computer knowledge. Over the next three years, employers noted new public education strategies, new occupational coding, telemarketing, computer skills (spreadsheet, MS-Word and Excel) and internet skills will be needed in this occupation. Obsolete skills noted were usage of some types of software (WordPerfect, Lotus) and involvement in college career fairs.

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- Experienced Applicants: A Little Difficult (2.27 on a scale of 4)
- Inexperienced Applicants: A Little Difficult (2.31 on a scale of 4)

#### Recruitment Methods

11 out of 15 employers responding to this question hire new employees based on response to newspaper advertisements. 9 out of 15 employers responding to this question hire based on referrals from current employees. 8 out of 15 employers responding to this question hire via in-house promotions and transfers.

#### Annual Turnover

Employers responding to the survey report a 19.2% annual turnover rate.

### Size of Occupation

#### Size of Occupation

- 80-100 employees (medium).

#### Gender

- 34% Male, 66% Female.

### Where The Jobs Are

#### The major employing industries include:

- Elementary and secondary schools,
- Job training and vocational rehabilitation services,
- Junior and community colleges, and
- State government.

### Projections

#### Annual Job Growth Rate

- 2.10 times the average (much faster than average)

#### Number of New Hires in the Last Year: 35

- Promotions: 4
- Employees Leaving: 20
- New Positions: 3
- Temporary: 8

#### Projected Job Openings (Through 2001)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions

#### Employer Projected Occupation Growth

9 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 36 months. 5 out of 15 employers project their employment in this occupation will grow over the next 36 months. 1 out of 15 employers project their employment in this occupation will decline over the next 36 months.

### Other Information

#### Promotional Opportunities

6 out of 15 employers promote from this occupation to other positions, such as:

- Supervisor,
- Assistant Principal,
- Principal, and
- Director.

# Welders and Cutters

Alternative Titles: Master Welders, Mechanics

OES Code: 939140

15 Firms Responding Representing 66 Employees

## Description

Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships or join together components of fabricated sheet metal assemblies, or cut, trim or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	Not Applicable	
New Hires, Experience	\$16.00-\$28.43	\$19.86
3+ Years Experience w/Firm	\$18.00-\$28.43	\$20.61

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	Not Applicable	
New Hires, Experience	\$ 7.67-\$12.00	\$ 9.50
3+ Years Experience w/Firm	\$11.51-\$14.50	\$12.00

Note: 15 out of 15 responding employers do not hire employees in this occupation without previous experience.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	67 %	20 %	7 %	7 %
Dental	40 %	13 %	7 %	40 %
Vision	27 %	13 %	7 %	53 %
Life Insurance	47 %	0 %	13 %	40 %
Sick Leave	40 %	0 %	7 %	53 %
Vacation	87 %	0 %	7 %	7 %
Retirement Plan	40 %	20 %	7 %	33 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits that may be offered include: 401(k) retirement plans; IRA plans; and profit sharing.

### Union/Collective Bargaining

Yes, 4 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 14% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	85%	42
Part-Time	0%	0
Temporary/On-Call	2%	40
Seasonal	14%	40

## Employer Requirements

### Education

10 out of 15 responding employers require at least a high school diploma or equivalent, although 5 out of 15 responding employers will accept less than a high school education.

### Training

7 out of 15 responding employers require and 2 out of 15 responding employers prefer employees have an average of 14 months training prior to employment. 5 out of 15 responding employers allow an average of 19 months training to be substituted for previous work experience.

### Experience

15 out of 15 responding employers either require an average of 26 months experience in this occupation. 5 out of 15 responding employers allow an average of 19 months experience in related fields (assemblers, fabricators, construction laborers, truck driver, truck mechanic) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Working knowledge of Arc and Gas Welding
- Working knowledge of making cuts from blueprints, work order, or layout specifications
- Working knowledge of fabrications and repair of machine parts, motors, trailers, and manufacturing equipment
- Awareness of welding safety procedures

### Physical Skills

- Ability to work from scaffolds and ladders
- Ability to work in awkward positions
- Ability to stand, stoop, bend, kneel, walk, and lift

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### Personal or Other Skills

- Mechanical aptitude
- Willingness to work with others
- Ability to work independently
- Ability to work under pressure and meet deadlines

### Basic Skills

- Able to read and follow directions and instructions
- Ability to follow written or oral instructions
- Basic math skills
- Job safety

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4).
- Inexperienced Applicants: Do not hire

#### Recruitment Methods

7 out of 15 employers responding to this question hire new employees by accepting walk-in applicants, the response to newspaper advertisements and based on referrals from current employees.

#### Annual Turnover

Employers responding to the survey report a 15.8% annual turnover rate.

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### Size of Occupation

#### Size of Occupation

- 140-200 employees (medium to large)

#### Gender

- 100% Male.

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### Where The Jobs Are

#### The major employing industries include:

- Partitions and fixtures,
- Fabricated structural metal products,
- Sawmills and planing mills,
- Miscellaneous durable goods,
- Iron and steel foundries, and
- Motor vehicles and equipment.

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### Projections

#### Annual Job Growth Rate

- 2.69 times the average (much faster than average)

#### Number of New Hires in the Last Year: 22

- Promotions: 1
- Employees Leaving: 8
- New Positions: 9
- Temporary: 4

#### Projected Job Openings (Through 2004)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 30 positions

#### Employer Projected Occupation Growth

14 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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### Other Information

#### Promotional Opportunities

9 out of 15 employers promote from this occupation to other positions, such as:

- Journey person,
- Drafter,
- Machine Operator,
- Foreperson,
- Supervisor,
- Job Supervisor,
- Crew Supervisor,
- Shop Foreperson,
- Project Foreperson, and
- Maintenance Supervisor.

# Alphabetical List of Surveyed Occupations, 1995-2000

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The following is a complete alphabetical listing of occupations and the year(s) they were surveyed via the California Cooperative Occupational Information System (CCOIS) program in Shasta County.

Occupations surveyed in 1998, 1999 and 2000 are available in this edition of the Occupation Outlook.

Information on occupations surveyed in 1995, 1996 and 1997 is available via the Shasta County Private Industry Council's labor market information website at [www.norcalink.com](http://www.norcalink.com) or by contacting:

CCOIS Coordinator  
Shasta County Private Industry Council  
1201 Placer Street  
Redding, California 96001  
Phone: (530) 245-1584  
Fax: (530) 245-1596

## A

Accountants and Auditors (1997)  
Amusement and Recreation Attendants (1999)  
Assemblers and Fabricators (1995)  
Assemblers and Fabricators – Except Machine, Electrical, Electronic and Precision (2000)  
Assemblers – Electrical and Electronic Equipment (Precision) (1998)  
Automotive Body and Related Repairers (1999)  
Automotive Mechanics (1997, 2000)

## B

Bakers – Bread and Pastry (1997)  
Bartenders (1999)  
Bill and Account Collectors (1999)  
Billing, Cost and Rate Clerks (1998)  
Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers (1995, 1998)  
Bus Drivers – School (2000)

## C

Carpenters (1995)  
Cashiers (1996, 2000)  
Child Care Workers (1996, 1999)  
Computer Network Technicians (1998)  
Computer Programmers, including Aides (1996)  
Construction Managers (2000)  
Cooks – Restaurant (1995)  
Cooks – Specialty Fast Food (1997)  
Correction Officers and Jailers (1997)  
Cost Estimators (1998)  
Counter and Rental Clerks (1998)  
Customer Service Representatives – Non-Utilities (1995)

## D

Data Entry Keyers (1995)  
Dental Assistants (1996, 1999)  
Dental Hygienists (1997)

## E

Education Administrators (1999)  
Electrical and Electronic Engineers (1996)  
Electricians (1995, 1999)

## **F**

Financial Managers (1999)  
First Line Supervisors and Manager/Supervisors –  
Clerical and Administrative Support Occupations  
(2000)  
First Line Supervisors and Manager/Supervisors –  
Sales and Related Occupations (1995, 1998)  
Food Preparation Workers (1997, 2000)  
Food Service Managers (1996)

## **G**

Gardeners, Groundskeepers, except Farm (1997)  
General Managers and Top Executives (1999)  
General Office Clerks (1997, 2000)  
Guards and Watch Guards (1995, 2000)

## **H**

Hairdressers, Hairstylists and Cosmetologists (1999)  
Heating, Air Conditioning and Refrigeration  
Mechanics and Installers (1995, 1999)  
Home Health Aides (1999)  
Home Health Care Workers (1995)  
Hosts, Hostesses – Restaurant, Lounge or Coffee  
Shop (1998)  
Hotel Desk Clerks (2000)  
Human Service Workers (1997)

## **I, J, K and L**

Instructional Aides (1998)  
Janitors and Cleaners, except Maids and  
Housekeeping Cleaners (1998)  
Kindergarten Teachers (see “Teachers –  
Kindergarten”)  
Legal Secretaries (1996, 1999)  
Licensed Vocational Nurses (1995, 2000)

## **M**

Machinists (1998)  
Maids and Housekeeping Cleaners (1997, 2000)  
Maintenance Repairers – General Utility (1997)  
Marketing, Advertising and Public Relations  
Managers (1997)  
Medical Assistants (1996, 1999)  
Medical Secretaries (1997)  
Medical Records Technicians (1996)

## **N and O**

Nurse Aides (1995, 2000)  
Office Managers (1995)  
Order Fillers, Wholesale and Retail Sales (1999)

## **P and Q**

Paralegal Personnel (1995)  
Personnel, Training and Labor Relations Managers  
(1998)  
Pharmacy Technicians (1997)  
Physical Therapy Aides (1996)  
Physical Therapy Assistants (1996)  
Preschool Teachers (see “Teachers – Preschool”)

## **R**

Receptionists and Information Clerks (1996, 1999)  
Recreation Workers (1998)  
Registered Nurses (1996)  
Residential Counselors (1998)

## **S**

Salespersons – Retail, except Vehicles (1996)  
Sales Agents – Selected Business Services (1996)  
School Bus Drivers (see “Bus Drivers – School”)  
Secretaries (1995)  
Secretaries, except Legal and Medical (1998)  
Secretaries – Legal (see “Legal Secretaries”)  
Secretaries – Medical (see “Medical Secretaries”)  
Social Workers, except Medical and Psychiatric  
(1998)  
Social Workers – Medical and Psychiatric (2000)  
Stock Clerks – Sales Floor (1997)  
Stock Clerks – Stockroom, Warehouse, Storage Yard  
(1999)  
Surgical Technicians (1998)  
Switchboard Operators (1995)  
Systems Analysts (1995)  
Systems Analysts – Electronic Data Processing  
(1999)

## **T**

Teachers – Kindergarten (1997, 2000)  
Teachers – Elementary School (1997)  
Teachers – Preschool (1997, 2000)  
Teachers – Secondary School (1997)  
Teachers – Special Education (1996, 2000)  
Tellers (1998)  
Traffic, Shipping and Receiving Clerks (1995, 1998)  
Truck Drivers – Heavy or Tractor Trailer  
(1996, 2000)  
Truck Drivers – Light, including Delivery and Route  
Workers (1996, 2000)  
Typists (1995)

## **U, V, W, X, Y and Z**

Vehicle Salespersons – Retail (1999)  
Vocational and Educational Counselors (1998)  
Waiters and Waitresses (1996)  
Welders and Cutters (1996, 2000)

# CCOIS Questionnaire – 1998 Survey Year



Please return completed questionnaire to:  
Shasta County Private Industry Council  
1220 Sacramento St.  
Redding CA 96001

Phone: (916) 245-1584  
Fax: (916) 246-4254

## ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

NAME: \_\_\_\_\_  
POSITION: \_\_\_\_\_  
PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in Shasta County. Please call the number above if you have questions.

### ASSEMBLERS - ELECTRICAL AND ELECTRONIC EQUIPMENT - PRECISION

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Please include workers who primarily assemble electrical systems for machinery.

1. What job title(s) do you use for these duties \_\_\_\_\_ 005

2. How many employees do you currently have in this occupation?     010  
How many of these fall within each of the following categories, and how many hours per week do they work, on average?

	NUMBER OF EMPLOYEES	AVERAGE WEEKLY HOURS
Regular, Full Time:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 590	<input type="text"/> <input type="text"/> 591
Regular, Part Time:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 650	<input type="text"/> <input type="text"/> 651
Temporary Or On-Call:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 630	<input type="text"/> <input type="text"/> 631
Seasonal:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 610	<input type="text"/> <input type="text"/> 611

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

vacancies resulting from promotions within your firm?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 031
vacancies resulting from people in permanent positions leaving your firm?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 032
new permanent positions resulting from growth?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 030
temporary or seasonal positions?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 033

4. Of the employees you currently have in this occupation, how many are: MALE?     060 FEMALE?     061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3      REMAIN STABLE ☐ 480 2      GROW ☐ 480 1

Why? \_\_\_\_\_ 481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3      REMAIN STABLE ☐ 740 2      GROW ☐ 740 1

Why? \_\_\_\_\_ 741

7. Are your employees in this occupation members of a union? (Please Check One) YES ☐ 300 1 NO ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4      SOMETIMES ☐ 390 3      USUALLY ☐ 390 2      ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

\_\_\_\_\_  
(Job Title) 414      \_\_\_\_\_  
(Months of Experience) 416      \_\_\_\_\_  
(Job title) 415      \_\_\_\_\_  
(Months of Experience) 417

931140

Please continue on page 2

SHASTA 1998

10. How difficult is it to find **fully experienced and qualified** applicants? (Please Check One)

NOT DIFFICULT ☐ 721 1    A LITTLE DIFFICULT ☐ 721 2    SOMEWHAT DIFFICULT ☐ 721 3    VERY DIFFICULT ☐ 721 4

11. If you ever hire **inexperienced** applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)

NOT DIFFICULT ☐ 731 1    A LITTLE DIFFICULT ☐ 731 2    SOMEWHAT DIFFICULT ☐ 731 3    VERY DIFFICULT ☐ 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)

NEVER ☐ 391 4    SOMETIMES ☐ 391 3    USUALLY ☐ 391 2    ALWAYS ☐ 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed) \_\_\_\_\_ 153    \_\_\_\_\_ 156  
(Months of Training)

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)

LESS THAN HIGH SCHOOL	<input type="checkbox"/>	140	ASSOCIATE (2 YEAR) DEGREE	<input type="checkbox"/>	142
HIGH SCHOOL OR EQUIVALENT	<input type="checkbox"/>	141	BACHELOR (4 YEAR) DEGREE	<input type="checkbox"/>	144
SOME COLLEGE, BUT NO DEGREE	<input type="checkbox"/>	157	GRADUATE STUDY	<input type="checkbox"/>	158

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)

WORD PROCESSING ☐ 051    SPREADSHEET ☐ 050    DATABASE ☐ 052    DESKTOP PUBLISHING ☐ 053  
Other (Please Specify): \_\_\_\_\_ 054    \_\_\_\_\_ 055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?

NEW SKILLS:	OBSOLETE SKILLS:
_____ 460	_____ 462
_____ 461	_____ 463

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.

	BASE WAGE OR SALARY		TIPS OR COMMISSIONS	
New Hires With No Experience (Trained or Untrained):	\$ _____	550	\$ _____	553
New Hires Who Are Experienced:	\$ _____	551	\$ _____	554
Experienced Employees After Three Years With Your Firm:	\$ _____	552	\$ _____	555
Per: (Please Check One)	HOUR <input type="checkbox"/> 556 H	WEEK <input type="checkbox"/> 556 W	HOUR <input type="checkbox"/> 557 H	WEEK <input type="checkbox"/> 557 W
	MONTH <input type="checkbox"/> 556 M	YEAR <input type="checkbox"/> 556 A	MONTH <input type="checkbox"/> 557 M	YEAR <input type="checkbox"/> 557 A
Other (Please specify)	_____ <input type="checkbox"/> 556 O		Other _____ <input type="checkbox"/> 557 O	

18. Does your firm offer benefits to employees in this occupation? (Please Check One)

YES ☐ 589 1    NO ☐ 589 2

If yes, please specify: (Please Check All That Apply)

	FULL-TIME	PART-TIME		FULL-TIME	PART-TIME
MEDICAL INSURANCE	<input type="checkbox"/> 573	<input type="checkbox"/> 583	PAID SICK LEAVE	<input type="checkbox"/> 571	<input type="checkbox"/> 581
DENTAL INSURANCE	<input type="checkbox"/> 574	<input type="checkbox"/> 584	PAID VACATION	<input type="checkbox"/> 570	<input type="checkbox"/> 580
VISION INSURANCE	<input type="checkbox"/> 575	<input type="checkbox"/> 585	RETIREMENT PLAN	<input type="checkbox"/> 572	<input type="checkbox"/> 582
LIFE INSURANCE	<input type="checkbox"/> 576	<input type="checkbox"/> 586	CHILD CARE	<input type="checkbox"/> 577	<input type="checkbox"/> 587
Other (Please Specify): _____	578				588

19. Do you ever promote employees from this occupation to higher level position? (Please Check One)

YES ☐ 514 1    NO ☐ 514 2

If yes, please specify: \_\_\_\_\_ 510

20. When you recruit employees for this occupation, which of the following methods do you **primarily** use? (Check all that apply)

EMPLOYEES' REFERRALS	<input type="checkbox"/>	371	PUBLIC SCHOOL OR PROGRAM REFERRALS	<input type="checkbox"/>	376
RECRUIT VIA NEWSPAPER ADS	<input type="checkbox"/>	372	PRIVATE SCHOOL REFERRALS	<input type="checkbox"/>	377
PRIVATE EMPLOYMENT AGENCIES	<input type="checkbox"/>	373	EMPLOYMENT DEVELOPMENT DEPT.	<input type="checkbox"/>	374
HIRE UNSOLICITED APPLICANTS	<input type="checkbox"/>	379	UNION HALL REFERRALS	<input type="checkbox"/>	378
IN-HOUSE PROMOTION OR TRANSFER	<input type="checkbox"/>	370	Other (Please specify): _____	<input type="checkbox"/>	380

**THANK YOU FOR YOUR COOPERATION !**

Would you like to receive the outlook summary for this or any other occupation? (Please check one)    YES ☐ 382 1    NO ☐ 382 2



# CCOIS Questionnaire – 1999 and 2000 Survey Years



Please return completed questionnaire to:  
 Shasta County Private Industry Council - McCallum  
 1220 Sacramento St. Phone (530) 245-1584  
 Redding, CA 96001 Fax (530) 245-1596

## ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation: 680140 AMUSEMENT AND RECREATION ATTENDANTS</b>			
Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.			
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please complete this survey for the occupation described.			
If no, please return this questionnaire to the above address.			
If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .			
1. What job title(s) does your firm use for these duties?	Job Title(s): _____		
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____		
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____	
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?			
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____	
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____	
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____	
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____	
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____		
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, how many were hired to fill:			
vacancies resulting from promotions within your firm? _____			
vacancies resulting from people in permanent positions leaving your firm? _____			
new permanent positions resulting from growth? _____			
temporary, on call, or seasonal positions? _____			
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow		
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow		
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred		
If yes or preferred, how much experience in this occupation is required/preferred?	_____ (months)		
Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: _____ (months)		
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)			
Not Difficult      1      2      3      4      Difficult			
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)			
Not Difficult      1      2      3      4      Difficult			

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No (months)	
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred (months)	
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).			
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study			
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.	
• New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: (Please check one)	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:			
	<u>Employer Pays All</u> <u>Share Cost</u> <u>Employee Pays All</u> <u>Not Provided</u> FT   PT                      FT   PT                      FT   PT                      FT   PT		
Medical Insurance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Dental Insurance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Vision Insurance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Life Insurance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Sick Leave	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Vacation	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Retirement Plan	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Child Care	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Other (Please Specify):	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
15. a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
b. What skills are important for career advancement?			
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)			
Specify software names: <input type="checkbox"/> None <input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____			
17. What other new skills are needed to perform the duties of this occupation?			
18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?			
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____			
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No	

THANK YOU FOR YOUR COOPERATION !

# CCOIS Projects By County

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## ALAMEDA

Oakland Private Industry Council  
1212 Broadway, Suite 300  
Oakland, CA 94612  
Phone: (510) 768-4400  
Fax: (510) 839-3766  
Web: [www.oaklandpic.org](http://www.oaklandpic.org)

## ALPINE

See "Golden Sierra Consortium"

## AMADOR

See Mother Lode Consortium

## BUTTE

Private Industry Council of Butte County  
2185 Baldwin Avenue  
Oroville, CA 95966  
Phone: (530) 538-7301  
Fax: (530) 534-3839  
Web: [www.ncen.org/butte](http://www.ncen.org/butte)

## CALAVERAS

See Mother Lode Consortium

## COLUSA

See North Central Counties Consortium

## CONTRA COSTA

Workforce Investment Board of Contra Costa County  
2425 Bisso Lane, Suite 100  
Concord, CA 94520-4817  
Phone: (925) 646-5239  
Fax: (925) 646-5517

## DEL NORTE

See Northern Rural Training and Employment Consortium

## EL DORADO

See Golden Sierra Consortium

## FRESNO

Fresno Workforce Development Board  
1999 Tuolumne Street, Suite 700  
Fresno, CA 93721  
Phone: (559) 233-4500  
Fax: (559) 233-9633  
Web: [www.jobsfresno.com](http://www.jobsfresno.com)

## GLENN

See North Central Counties Consortium

## GOLDEN SIERRA CONSORTIUM

Golden Sierra Job Training Agency  
117 New Mohawk Rd., Suite E  
Nevada City, CA 95959  
Phone: (530) 823-4631  
Fax: (530) 885-5579 – agency  
Web: [www.goldensierra.com](http://www.goldensierra.com)

## HUMBOLDT

Humboldt County Employment Training Department  
930 Sixth Street  
Eureka, CA 95501  
Phone: (707) 441-4642  
Fax: (707) 445-6228

## IMPERIAL

Workforce Investment Board of Imperial County  
760 Main Street  
El Centro, CA 92243  
Phone: (760) 353-5050  
Fax: (760) 353-6594

## INYO

See Kern County

## KERN (Kern/Inyo/Mono Consortium)

Employers' Training Resource  
2001 28th Street  
Bakersfield, CA 93301  
Phone: (805) 336-6849  
Fax: (805) 336-6858

## KINGS

Job Training Office  
Kings County Government Center  
Hanford, CA 93230  
Phone: (559) 585-3538  
Fax: (559) 585-7398

## LAKE

See North Central Counties Consortium

## LASSEN

See Northern Rural Training and Employment Consortium

## LOS ANGELES

Long Beach Business Development Center  
200 Pine Avenue, Suite 400  
Long Beach, CA 90802  
Phone: (562) 570-3865  
Fax: (562) 570-3897

## MADERA

Madera County Workforce Development Office  
209 East 7th Street  
Madera, CA 93638  
Phone: (559) 662-4500  
Fax: (559) 673-1794  
Web: [www.maderacoe.k12.ca.us/mcpic/](http://www.maderacoe.k12.ca.us/mcpic/)

## MARIN

See North Bay Employment Connection

## MARIPOSA

See Mother Lode Consortium

## MENDOCINO

Mendocino County Private Industry Council  
630 Kings Court, Suite 204  
Ukiah, CA 95482  
Phone: (707) 468-1402  
Fax: (707) 468-0408  
Web: [www.mpic.org](http://www.mpic.org)

## MERCED

Merced County Private Industry Training Department  
1880 West Wardrobe Avenue  
Merced, CA 95340  
Phone: (209) 385-7324  
Fax: (209) 725-3592  
Web: [www.co.merced.ca.us/pitd](http://www.co.merced.ca.us/pitd)

## MODOC

See Northern Rural Training and Employment Consortium

## MONO

See Kern County

## MONTEREY

Monterey County Private Industry Council  
730 LaGuardia Street  
Salinas, CA 93902  
Phone: (831) 759-6644  
Fax: (831) 755-3246  
Web: [www.co.monterey.ca.us](http://www.co.monterey.ca.us)

## MOTHER LODE CONSORTIUM

Mother Lode Job Training Agency  
19900 Cedar Road North  
Sonora, CA 95370  
Phone: (209) 533-3396  
Fax: (209) 533-1079  
Web: [www.mljt.org](http://www.mljt.org)

## NAPA

See North Bay Employment Connection

## NEVADA

See Golden Sierra Consortium

## NORTH BAY EMPLOYMENT CONNECTION (NBEC)

North Bay Employment Connection  
1700 Second Street, Suite 378  
Napa, CA 94559  
Phone: (707) 259-8764  
Fax: (707) 259-8681  
Web: [www.northbayemployment.org](http://www.northbayemployment.org)

## NORTH CENTRAL COUNTIES CONSORTIUM (NCCC)

North Central Counties Consortium  
1215 Plumas Street, Suite 1800  
Yuba City, CA 95991  
Phone: (530) 822-7145  
Fax: (530) 822-7150  
Web: [www.nccpic.org](http://www.nccpic.org)

**NORTHERN RURAL TRAINING AND  
EMPLOYMENT CONSORTIUM  
(NoRTEC)**

Private Industry Council of Butte County  
2185 Baldwin Avenue  
Oroville, CA 95966  
Phone: (530) 538-7301  
Fax: (530) 343-6105  
Web: www.ncen.org

**ORANGE**

Orange Co. Job Training Partnership  
Agency  
1300 South Grand, Bldg. B, Third Floor  
Santa Ana, CA 92705  
Phone: (714) 567-7370  
Fax: (714) 834-7132  
Web: www.oc.ca.gov

**PLACER**

See Golden Sierra Consortium

**PLUMAS**

See Northern Rural Training and  
Employment Consortium

**RIVERSIDE**

Riverside County Workforce Development  
Center  
1151 Spruce Street  
Riverside, CA 92507  
Phone: (909) 955-3100  
Fax: (909) 955-3131  
Web: www.rivcoeda.org

**SACRAMENTO**

(Sacramento/Yolo Joint Project)  
Yolo County Community Partnership  
Agency  
112 West Main Street  
Woodland, CA 95695  
Phone: (530) 661-2900  
Fax: (530) 661-2925  
Web: www.work-info.com

**SAN BENITO**

NOVA Private Industry Council  
505 W. Olive Avenue, Suite 550  
Sunnyvale, CA 95023  
Phone: (408) 730-7232  
Fax: (408) 773-9054  
Web: www.novapic.org

**SAN BERNARDINO**

County of San Bernardino, Jobs and  
Employment Services.  
851 S. Mount Vernon Avenue, Suite 22  
Colton, CA 92324  
Phone: (909) 872-1506  
Fax: (909) 872-1578  
Web: www.jesd.com

**SAN DIEGO**

San Diego Workforce Partnership, Inc.  
1551 4th Avenue, Suite 600  
San Diego, CA 92101  
Phone: (619) 238-1445  
Fax: (619) 544-9691  
Web: www.workforce.org

**SAN FRANCISCO**

Private Industry Council of San Francisco  
1650 Mission Street, Suite 300  
San Francisco, CA 94103-2490  
Phone: (415) 431-8700  
Fax: (415) 431-8702  
Web: www.picsf.org

**SAN JOAQUIN**

S. Joaquin PIC/Employment and Economic  
Development Department  
850 North Hunter Street  
Stockton, CA 95202  
Phone: (209) 468-3600  
Fax: (209) 462-9063

**SAN LUIS OBISPO**

Private Industry Council of San Luis  
Obispo  
4111 Broad Street, Suite A  
San Luis Obispo, CA 93401  
Phone: (805) 788-2600  
Fax: (805) 541-4115  
Web: www.jobhunt.org

**SAN MATEO**

County of San Mateo Employment and  
Training  
262 Harbor Blvd, Bldg A  
Belmont, CA 94002  
Phone: (650) 802-5171  
Fax: (650) 802-5173

**SANTA BARBARA**

Santa Barbara County Job Training  
Network  
1147 Huasna Road  
Arroyo Grande, CA 93420  
Phone: (805) 882-3676  
Fax: (805) 739-8651  
Web: www.jtnwinjobs.org

**SANTA CLARA**

See San Benito (NOVA Private Industry  
Council)

**SANTA CRUZ**

County of Santa Cruz Human Resource  
Agency  
1040 Emeline Avenue  
Santa Cruz, CA 95060  
Phone: (831) 454-4080  
Fax: (831) 454-4651

**SHASTA**

Shasta County Private Industry Council  
1220 Sacramento Street  
Redding, CA 96001  
Phone: (530) 225-2088  
Fax: (530) 245-1596  
Web: www.shastapic.com and  
www.norcalink.com

**SIERRA**

See Golden Sierra Consortium

**SISKIYOU**

See Northern Rural Training and  
Employment Consortium

**SOLANO**

See North Bay Employment Connection

**SONOMA**

See North Bay Employment Connection

**STANISLAUS**

Stanislaus County Department of Education  
and Training  
P. O. Box 3389  
Modesto, CA 95353-3389  
Phone: (209) 558-2110  
Fax: (209) 558-2164  
Web: www.standet.org

**SUTTER**

See North Central Counties Consortium

**TEHAMA**

See Northern Rural Training and  
Employment Consortium

**TRINITY**

See Northern Rural Training and  
Employment Consortium

**TULARE**

Tulare County Private Industry Council  
2374 West Whitendale  
Visalia, CA 93277  
Phone: (559) 737-4246  
Fax: (559) 737-4252  
Web: www.tcpic.org

**TUOLUMNE**

See Mother Lode Consortium

**VENTURA**

County of Ventura Workforce  
Development Division  
505 Poli Street  
Ventura, CA 93001  
Phone: (805) 652-7601  
Fax: (805) 652-7842  
Web: www.wdd.ventura.org

**YOLO**

See Sacramento County

**YUBA**

See North Central Counties

# At A Glance: Occupational Wage Ranges

The following table breaks out the three level wage ranges data reported in the summaries within the Occupational Outlook 2001. For median wage data and more complete information, please consult the specific occupations summaries on pages 12-131.

Occupational Title	Year	Non-Union/ Union	New Hires – No Experience	New Hires – Experienced	3+ Years With Firm
Amusement and Recreation Attendants	1999		\$5.75 - \$6.57	\$5.75 - \$8.00	\$5.75 - \$9.00
Assemblers and Fabricators – Ex. Machine, etc.	2000		\$5.75 - \$7.28	\$6.00 - \$9.00	\$7.00 - \$12.00
Assemblers – Electrical and Electronic Equip.	1998		\$5.75 - \$8.00	\$6.50 - \$11.00	\$9.00 - \$15.00
Automotive Body and Related Repairers	1999		\$5.75 - \$8.00	\$5.75 - \$12.50	\$8.00 - \$19.50
Automotive Mechanics	2000		\$6.00 - \$8.75	\$6.50 - \$20.00	\$7.75 - \$20.00
Bartenders	1999		\$5.75 - \$6.00	\$5.75 - \$6.50	\$5.75 - \$7.00
Bill and Account Collectors	1999		\$6.00 - \$9.59	\$7.00 - \$9.59	\$7.96 - \$12.50
Billing, Cost and Rate Clerks	1998		\$6.00 - \$8.50	\$7.33 - \$11.20	\$7.65 - \$15.14
Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers	1998	Non-Union:	\$6.00 - \$10.36	\$7.00 - \$12.00	\$8.39 - \$14.96
Bus Drivers – School	2000	Non-Union:	\$9.73 - \$9.73	\$10.22 - \$10.89	\$10.69 - \$13.02
	2000	Union:	\$8.91 - \$10.88	\$9.21 - \$11.37	\$9.21 - \$13.70
Cashiers	2000		\$5.75 - \$8.25	\$5.75 - \$8.00	\$6.00 - \$9.00
Child Care Workers	1999		\$5.75 - \$8.00	\$5.75 - \$8.20	\$6.13 - \$9.50
Computer Network Technicians	1998	Non-Union:	\$5.75 - \$21.61	\$6.50 - \$24.31	\$9.75 - \$27.01
	1998	Union:	\$9.06 - \$16.81	\$9.99 - \$19.34	\$10.49 - \$26.37
Construction Managers	2000		N/A	\$12.00 - \$31.64	\$17.50 - \$41.00
Cost Estimators	1998		\$6.50 - \$15.00	\$10.00 - \$23.97	\$15.00 - \$30.00
Counter and Rental Clerks	1998		\$5.75 - \$8.00	\$5.75 - \$10.00	\$5.75 - \$14.00
Dental Assistants	1999		\$5.90 - \$8.00	\$6.50 - \$12.00	\$8.26 - \$13.82
Education Administrators	1999		\$16.50 - \$29.12	\$17.50 - \$34.52	\$18.26 - \$38.36
Electricians	1999	Non-Union:	\$7.00 - \$10.00	\$8.63 - \$15.50	\$10.00 - \$18.00
	1999	Union:	\$17.18 - \$26.85	\$12.84 - \$26.85	\$13.48 - \$27.12
Financial Managers	1999		\$10.00 - \$24.98	\$10.00 - \$24.98	\$14.00 - \$35.96
First Line Supervisors/Managers – Clerical, etc.	2000		\$8.00 - \$21.67	\$6.50 - \$21.67	\$9.00 - \$24.16
First Line Supervisors/Managers – Sales, etc	1998		\$5.75 - \$11.12	\$5.75 - \$12.00	\$6.50 - \$15.00
Food Preparation Workers	2000		\$5.75 - \$8.05	\$5.75 - \$8.68	\$6.00 - \$10.00
General Managers and Top Executives	1999		\$10.33 - \$31.84	\$7.67 - \$31.84	\$8.72 - \$39.79
General Office Clerks	2000		\$6.00 - \$9.00	\$5.75 - \$10.64	\$7.00 - \$12.66
Guards and Watch Guards	2000		\$5.75 - \$8.00	\$6.00 - \$11.73	\$6.00 - \$12.48
Hairdressers, Hairstylists, Cosmetologists	1999		\$5.75 - \$6.50	\$5.75 - \$7.14	\$5.75 - \$11.10
Heating, Air Conditioning and Refrigeration Mechanics	1999	Non-Union:	\$6.00 - \$8.00	\$7.00 - \$16.00	\$14.00 - \$20.65
	1999	Union:	\$20.15 - \$20.15	\$12.84 - \$30.70	\$13.48 - \$34.72
Home Health Aides	1999		\$5.75 - \$6.50	\$5.75 - \$8.00	\$6.00 - \$8.75
Hosts - Restaurant, Lounge, Coffee Shop	1998		\$5.75 - \$8.56	\$5.75 - \$8.56	\$5.75 - \$8.85
Hotel Desk Clerks	2000		\$5.75 - \$7.25	\$5.75 - \$7.50	\$6.25 - \$8.50
Instructional Aides	1998	Non-Union:	\$5.75 - \$7.67	\$5.75 - \$8.48	\$6.25 - \$9.54
	1998	Union:	\$6.63 - \$8.22	\$6.68 - \$9.08	\$7.37 - \$9.78
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1998	Non-Union:	\$5.75 - \$10.18	\$5.75 - \$10.18	\$5.75 - \$15.25
	1998	Union:	\$8.02 - \$10.19	\$8.02 - \$10.19	\$10.49 - \$12.48
Legal Secretaries	1999		\$5.75 - \$11.20	\$7.00 - \$13.15	\$9.00 - \$14.47
Licensed Vocational Nurses	2000		\$9.58 - \$14.52	\$9.50 - \$14.52	\$10.00 - \$16.00
Machinists	1998		\$5.75 - \$9.50	\$6.75 - \$19.66	\$11.00 - \$19.66
Maids and Housekeeping Cleaners	2000		\$5.75 - \$7.42	\$5.75 - \$7.42	\$6.00 - \$8.50
Medical Assistants	1999		\$6.00 - \$10.00	\$7.00 - \$10.00	\$8.17 - \$13.00
Nurse Aides	2000		\$6.00 - \$7.70	\$6.00 - \$8.00	\$7.00 - \$9.50
Order Fillers, Wholesale and Retail Sales	1999		\$5.75 - \$9.00	\$5.75 - \$11.00	\$5.75 - \$14.00
Personnel, Training, Labor Relations Managers	1998		\$7.00 - \$22.16	\$7.00 - \$29.95	\$8.63 - \$40.17
Receptionists and Information Clerks	1999		\$6.00 - \$8.22	\$7.00 - \$9.33	\$7.90 - \$10.57
Recreation Workers	1998		\$5.75 - \$10.39	\$5.75 - \$10.91	\$5.75 - \$12.03
Residential Counselors	1998		\$5.75 - \$7.48	\$5.75 - \$8.63	\$5.75 - \$12.70
Secretaries, Except Legal and Medical	1998		\$5.75 - \$10.22	\$6.50 - \$10.24	\$8.00 - \$12.08
Social Workers, Except Medical and Psychiatric	1998		\$5.75 - \$11.59	\$6.00 - \$13.10	\$8.00 - \$15.73
Social Workers – Medical and Psychiatric	2000		\$5.75 - \$15.00	\$5.75 - \$24.00	\$7.50 - \$27.00
Stock Clerks – Stockroom, Warehouse, etc.	1999		\$5.75 - \$10.00	\$6.00 - \$12.00	\$6.50 - \$14.50
Surgical Technicians	1998		\$7.50 - \$11.08	\$8.50 - \$12.70	\$9.88 - \$15.00
Systems Analysts – Electronic Data Processing	1999	Non-Union:	\$8.96 - \$19.16	\$11.20 - \$21.86	\$11.67 - \$24.74
	1999	Union:	\$9.95 - \$16.11	\$10.97 - \$16.96	\$12.09 - \$21.29
Teachers – Kindergarten	2000	Non-Union:	\$6.71 - \$20.14	\$6.71 - \$25.00	\$7.19 - \$30.00
	2000	Union:	\$13.52 - \$17.53	\$13.52 - \$17.54	\$14.00 - \$24.93
Teachers – Preschool	2000		\$5.75 - \$ 6.00	\$6.00 - \$10.12	\$6.25 - \$13.61



Occupational Title	Year	Non-Union/ Union	New Hires – No Experience	New Hires – Experienced	3+ Years With Firm
Teachers – Special Education	2000		\$12.44 - \$21.55	\$11.00 - \$21.55	\$14.00 - \$24.93
Tellers	1998		\$6.00 - \$7.70	\$7.00 - \$8.06	\$8.00 - \$10.36
Traffic, Shipping and Receiving Clerks	1998		\$5.75 - \$7.50	\$5.80 - \$9.25	\$6.75 - \$13.90
Truck Drivers – Heavy or Tractor Trailer	2000		\$6.90 - \$11.50	\$7.48 - \$17.74	\$9.21 - \$20.13
Truck Drivers – Light, Including Delivery etc.	2000		\$5.75 - \$6.50	\$6.00 - \$8.00	\$6.00 - \$8.50
Vehicle Salespersons – Retail	1999		\$5.75 - \$11.99	\$5.75 - \$20.14	\$5.75 - \$25.89
Vocational and Educational Counselors	1998	Non-Union:	\$5.75 - \$11.51	\$6.65 - \$30.00	\$7.40 - \$65.00
	1998	Union:	\$13.77 - \$20.49	\$11.99 - \$26.30	\$12.19 - \$30.14
Welders and Cutters	2000	Non-Union:	N/A	\$7.67 - \$12.00	\$11.51 - \$14.50
	2000	Union:	N/A	\$16.00 - \$28.43	\$18.00 - \$28.43

# At A Glance: Current Occupational Employment Projections

Source: Shasta County Occupational Employment Projections, 1997-2004 (Labor Market Information Division, 2000)

Occupational Title	Annual Averages		Absolute Change	Percent Change	Openings Due To Separations
	1997	2004			
Amusement and Recreation Attendants	230	340	110	47.8	40
Assemblers and Fabricators, Except Machine, Electrical, etc	210	350	140	66.7	30
Assemblers - Electrical and Electronic Equipment (Precision)	40	50	10	25	10
Automotive Mechanics	460	520	60	13	80
Bartenders	140	150	10	7.1	40
Bill and Account Collectors	70	100	30	42.9	20
Billing, Cost and Rate Clerks	140	170	30	21.4	20
Bookkeeping, Accounting and Auditing Clerks, etc.	1,170	1,200	30	2.6	150
Bus Drivers – School	260	270	10	3.8	30
Cashiers	1,730	2,040	310	17.9	650
Child Care Workers	410	500	90	22	30
Computer Network Technicians	Not Available				
Construction Managers	160	180	20	12.5	20
Cost Estimators	110	120	10	9.1	10
Counter and Rental Clerks	280	590	310	110.7	140
Dental Assistants	230	290	60	26.1	30
Education Administrators	200	220	20	10	40
Electricians	310	380	70	22.6	50
Financial Managers	280	300	20	7.1	30
First Line Supervisors and Manager/Supervisors - Clerical etc	760	900	140	18.4	130
First Line Supervisors and Manager/Supervisors - Sales etc	1,030	1,230	200	19.4	100
Food Preparation Workers	620	680	60	9.7	260
General Managers and Top Executives	1,380	1,530	150	10.9	170
General Office Clerks	1,150	1,370	220	19.1	250
Guards and Watch Guards	400	380	-20	-5	70
Hairdressers, Hairstylists and Cosmetologists	110	120	10	9.1	20
Heating, Air Conditioning and Refrigeration Mechanics	90	100	10	11.1	10
Home Health Aides	90	120	30	33.3	10
Hosts, Hostesses - Restaurant, Lounge, or Coffee Shop	150	170	20	13.3	30
Hotel Desk Clerks	100	110	10	10	30
Human Service Workers	140	220	80	57.1	30
Instructional Aides	700	820	120	17.1	60
Janitors and Cleaners, Except Maids and Housekeeping etc.	780	860	80	10.3	130
Legal Secretaries	130	120	-10	-7.7	10
Licensed Vocational Nurses	250	290	40	16	40
Machinists	120	140	20	16.7	20
Maids and Housekeeping Cleaners	570	640	70	12.3	80
Medical Assistants	200	250	50	25	40
Nurse Aides	610	780	170	27.9	70
Order Fillers, Wholesale and Retail Sales	70	80	10	14.3	10
Personnel, Training and Labor Relations Managers	70	90	20	28.6	10
Receptionists and Information Clerks	700	800	100	14.3	100
Recreation Workers	310	410	100	32.3	70
Residential Counselors	170	210	40	23.5	30
Secretaries, Except Legal and Medical	1,080	1,130	50	4.6	120
Social Workers, Except Medical and Psychiatric	210	310	100	47.6	20
Social Workers – Medical and Psychiatric	70	90	20	28.6	10
Stock Clerks – Stockroom, Warehouse, Storage Yard	320	340	20	6.3	30
Surgical Technicians	Not Available				
Systems Analysts – Electronic Data Processing	60	100	40	66.7	0
Teachers – Kindergarten	110	110	0	0	20
Teachers – Preschool	170	210	40	23.5	30
Teachers – Special Education	210	240	30	14.3	10
Tellers	300	310	10	3.3	100
Traffic, Shipping and Receiving Clerks	460	470	10	2.2	50
Truck Drivers – Heavy or Tractor Trailer	1,240	1,450	210	16.9	130
Truck Drivers – Light, Including Delivery and Route Workers	800	950	140	18.8	80
Vehicle Salespersons – Retail	Not Available				
Vocational and Educational Counselors	80	90	10	12.5	10
Welders and Cutters	140	200	60	42.9	30

# Shasta County Training Directory

The Shasta County Training Directory was produced via a cooperative partnership between the Shasta County Private Industry Council (PIC) and the State of California Employment Development Department, Labor Market Information Division (EDD/LMID).

The information for this directory was originally collected as part of the California Training and Education Providers (CTEP) survey, a component of the California Cooperative Occupational Information System (CCOIS). A number of entries have been updated just prior to press-time for this publication to ensure we provide the most current and accurate information possible.

Occupational Outlook 2001 and its sponsoring partners do not endorse or recommend any particular training providers and/or programs by their inclusion in this directory.

Private Industry Council funding for specific programs is subject to change without notice. Program placement is contingent upon client eligibility, assessment needs and the availability of training at the specific trainer. In addition, not all of the training providers and/or programs collected within this directory will necessarily meet the PIC acceptable vendors list criteria. Please contact your local service coordinator for specific information.

Finally, while we have made every effort to ensure that program information is accurate and current, this data does change frequently. For the most up-to-date information, please contact the training provider directly.

## A Real Estate School – Griffin Realty & Mortgage Company

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### Contact Information

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Physical and Mailing Address:  
2997 Churn Creek Road  
Redding, CA 96002

Phone: (530) 223-1768  
Fax: (530) 223-2831  
Website: None Provided  
Email: None Provided

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### Accreditation

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- None Provided

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### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

---

### Training Programs

---

- Real Estate



## Advance Computer Institute

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### Contact Information

---

Physical and Mailing Address:  
2330 Churn Creek Road  
Redding, CA 96002

Phone: (530) 222-6701  
Fax: (530) 222-6702  
Website: www.a-c-i.com  
Email: info@a-c-i.com

---

### Accreditation

---

- Bureau For Private Post Secondary and Vocational Education
- Employment Training Panel of California

---

### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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- Bookkeeping and Accounting (Computerized)
- Business Office Procedures (General, Legal and Medical Secretary)
- Computer Information Sciences
- Computer Repair with A+ Certification
- Computer Programming (Visual Basic, Visual C++)
- Desktop Publishing and Graphic Design
- Drafting, AutoCAD
- General Office and Clerical
- Long-Distance On-Line Training
- Medical Front Office
- Medical Office Management (Terminology, Billing, Coding and 3-D Anatomy)
- Medical and Legal Transcriptionist
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Engineer plus Networking
- Microsoft Certified Professionals (MCP)
- Paraplegic Sight and Hearing Impaired
- Voice Activation and the Physically Challenged
- Web Master
- Website Design / Internet

## American Truck School, LLC

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### Contact Information

---

Physical and Mailing Address:  
8530 Commercial Way  
Redding, CA 96002

Phone: (530) 223-5693; (888) 700-5693  
Fax: (530) 223-1086  
Website: None Provided  
Email: ats@awwwsome.com

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### Accreditation

---

- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid - (Employee Training Program)	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved	*	

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### Training Programs

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- Truck, Bus and Other Commercial Vehicle Operator
- Tractor/Trailer Operation – Class A (4 weeks)

## Between The Lines

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### Contact Information

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Physical and Mailing Address:  
1784 Churn Creek Road  
Redding, CA 96002

Phone: (530) 223-2557  
Fax: (530) 226-6190  
Website: None Provided  
Email: btlines@aol.com

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### Accreditation

---

- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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- Administrative Management (Microsoft Office, Internet Services and Accounting Software)
- Computer aided Drafting Technology (Architectural, Civil, Mechanical and Graphics)
- Geological Information Systems (GIS)
- Medical Management Technology (Billing, Coding, Transcription and Terminology)

## Cascade Small Business Development Center

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### Contact Information

---

Physical and Mailing Address:  
737 Auditorium Drive, Suite A  
Redding, CA 96001

Phone: (530) 225-2770  
Fax: (530) 225-2769  
Website: www.scedd.org  
Email: jkraft@scedd.org

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### Accreditation

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- None Provided

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### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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- Entrepreneurship (12 weeks)

## Century 21 – Hilltop, Redding

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### Contact Information

Physical and Mailing Address:  
2040 Hilltop Drive  
Redding, CA 96002

Phone: (530) 221-7112  
Fax: (530) 221-7116  
Website: www.century21.com  
Email: onhilltop@aol.com

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### Accreditation

- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

- Real Estate

## Computer Learning Center, Redding

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### Contact Information

Physical and Mailing Address:  
1647 Hartnell Avenue, Suite 13  
Redding, CA 96002

Phone: (530) 223-6855  
Fax: (530) 223-6855  
Website: None Provided  
Email: tdemarco@shastalink.k12.ca.us

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### Accreditation

- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

	YES	NO
Career Development		*
Counseling		*
Distance Learning	*	
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

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### Training Programs

- Information Processing and Data Entry Technician
- Software Applications: Corel Office, Microsoft Office, Windows 95 and Windows 98

## Grant and Resource Center of Northern California

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### Contact Information

Physical and Mailing Address:  
2280 Benton Drive, Bldg. C, Suite A  
Redding, CA 96003

Phone: (530) 244-1219  
Fax: (530) 244-0905  
Website: [www.grcnc.org](http://www.grcnc.org)  
Email: [library@grcnc.org](mailto:library@grcnc.org)

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### Accreditation

- None Provided

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### Services Offered

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

- Business Management and Administrative Services
- Financial Management and Services

## H & R Block Tax School

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### Contact Information

Physical and Mailing Address:  
2643 Bechelli Lane  
Redding, CA 96002

Phone: (530) 223-6672  
Fax: (530) 223-6630  
Website: [www.hrblock.com](http://www.hrblock.com)  
Email: None Provided

---

### Accreditation

- Bureau For Private Post Secondary and Vocational Education
- California Tax Education Council

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### Services Offered

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

- Tax Preparation Course (11 weeks)

## Hillside Aviation

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### Contact Information

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Physical and Mailing Address:  
2600 Gold Street  
Redding, CA 96001

Phone: (530) 241-4204  
Fax: (530) 241-7125  
Website: [www.snowcrest.net/hillside](http://www.snowcrest.net/hillside)  
Email: [hillside@snowcrest.net](mailto:hillside@snowcrest.net)

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### Accreditation

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- Federal Aviation Administration

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### Services Offered

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

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### Training Programs

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- Aircraft Pilot (Private)
- Aircraft Pilot (Professional)

## Jim and I Aviators

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### Contact Information

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Physical and Mailing Address:  
6030 Old Oregon Trail  
Redding, CA 96002

Phone: (530) 221-5300  
Fax: (530) 221-8307  
Website: [www.jps.net/jimandi](http://www.jps.net/jimandi)  
Email: [jimandi@jps.net](mailto:jimandi@jps.net)

---

### Accreditation

---

- Federal Aviation Administration

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### Services Offered

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

---

- Aircraft Pilot (Private)
- Aircraft Pilot (Professional)
- Commercial and Instrument Rating

## National University, Redding

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### Contact Information

Physical and Mailing Address:  
2195 Larkspur Lane, Suite 200  
Redding, CA 96002

Phone: (530) 226-4000  
Fax: (530) 226-4040  
Website: www.nu.edu  
Email: smitchel@nu.edu

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### Accreditation

- American Association of Colleges for Teacher Education
- American Association of Intensive English Programs
- California Commission on Teacher Credentialing
- Commission on Collegiate Nursing Education
- Distance Education and Training Commission (Pending)
- National League for Nursing Accrediting Commission
- Western Association of Schools and Colleges (WASC)

---

### Services Offered

	YES	NO
Career Development		*
Counseling	*	
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

#### Bachelor of Arts with Major in:

- Interdisciplinary Studies

#### Bachelor of Business Administration

#### Master of Arts with Major in:

- Counseling Psychology

#### Master of Business Administration

#### Master of Education, Cross-Cultural Teaching with a Multiple or Single Subject Credential

#### Credentials:

- CLAD certificate
- Preliminary and Professional Clear Multiple Subject Teaching Credential with CLAD
- Preliminary and Professional Clear Single Subject Teaching Credential with CLAD

## New Life Institute School of Massage Therapy

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### Contact Information

Physical and Mailing Address:  
1159 Hilltop Drive  
Redding, CA 96003

Phone: (530) 222-1467  
Fax: (530) 222-3489  
Website: www.newlifeinstitute.com  
Email: glatal@c-zone.net

---

### Accreditation

- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

#### Massage Courses:

- Basic Massage Therapy (180 hours)
- Advanced Therapeutic Massage Therapy (120 hours)

## North State Technical Institute

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### Contact Information

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Physical and Mailing Address:  
2608 Hartnell Avenue  
Redding, CA 96002

Phone: (530) 222-6708  
School: (530) 223-0678  
Fax: (530) 223-0679  
Website: [www.c-zone.net/nsti](http://www.c-zone.net/nsti)  
Email: [nsti@c-zone.net](mailto:nsti@c-zone.net)

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### Accreditation

---

- Bureau For Private Post Secondary and Vocational Education

---

### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

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- Electrical and Electronics Equipment Installer and Repairer
- Electrical, Electronic and Communications Engineering Technician
- Electronic Security Design, Installation and Service
- Fire Protection and Safety Technician

## North Valley Helicopters

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### Contact Information

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Physical and Mailing Address:  
3770 Flight Avenue  
Redding, CA 96002

Phone: (530) 222-3122  
Fax: (530) 222-4488  
Website: None Provided  
Email: None Provided

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### Accreditation

---

- Federal Aviation Administration

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### Services Offered

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

---

### Training Programs

---

- Aircraft Pilot (Private)
- Aircraft Pilot and Flight Instructor (Professional)

## Northern California Institute of Technology

### Contact Information

Physical and Mailing Address:

2400 Washington Avenue, Suite 201  
Redding, CA 96001

Phone: (530) 241-2044

Fax: (530) 241-2431

Website: [www.NorCalIT.com](http://www.NorCalIT.com)

Email: [info@NorCalIT.com](mailto:info@NorCalIT.com) or [admit@NorCalIT.com](mailto:admit@NorCalIT.com)

### Accreditation

- Bureau For Private Post Secondary and Vocational Education

### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved	*	

### Training Programs

- A+ Certification Training
- Computer Network, Communication and Wiring
- Computer Software Training (Microsoft Office and QuickBooks)
- Distance Learning Resources
- Microsoft Certified Systems Engineer Training (MCSE)
- Prometric Testing Site

## Shasta Bible College

### Contact Information

Physical and Mailing Address:

2980 Hartnell Avenue  
Redding, CA 96002

Phone: (530) 221-4275

Fax: (530) 221-6929

Website: [www.shasta.edu](http://www.shasta.edu)

Email: [ggunn@shasta.edu](mailto:ggunn@shasta.edu)

### Accreditation

- Association of Christian Schools International
- Bureau For Private Post Secondary and Vocational Education
- Transnational Association of Christian Colleges and Schools

### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

- Bible and Biblical Studies
- Pre-Elementary, Early Childhood and Kindergarten Teacher Education
- School and Church Administration
- Teacher Education, Specific Academic and Vocational Programs



## Shasta College

### Contact Information

#### Physical Address:

11555 Old Oregon Trail  
Redding, CA 96003

#### Mailing Address:

PO Box 496006  
Redding, CA 96049-6006

Phone: (530) 225-4600

Fax: (530) 225-4990

Website: [www.shasta.college.edu](http://www.shasta.college.edu)

Email: [info@shastacollege.edu](mailto:info@shastacollege.edu)

### Accreditation

- Western Association of Schools and Colleges

### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning	*	
English as a Second Language	*	
Financial Aid	*	
Job Placement	*	
On-Site Child Care	*	
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

Shasta College is a community college that offers Associate Degree Transfer/General Education (T/GE) programs, Associate Degree Vocational/Occupational (V/O) programs and Certificate (C) programs. The school has organized its course offerings into five Instructional Centers of Excellence.

#### Center for Language Arts and Social Sciences

- Anthropology [T/GE]
- Economics [T/GE]
- English [T/GE]
- Foreign Languages [T/GE]
- Geography [T/GE]
- History [T/GE]
- Philosophy [T/GE]
- Political Science [T/GE]
- Psychology [T/GE]
- Sociology [T/GE]

## Shasta College (continued)

#### Center for Fine Arts and Communication

- Art [T/GE; V/O]
- Communication Arts [T/GE; V/O]
- Humanities [T/GE]
- Journalism [V/O; C]
- Music [T/GE; V/O; C]
- Theatre Arts [T/GE; V/O; C]

#### Center for Public Safety, Sports and Fitness

- Administration of Justice [V/O]
- Fire Technology [V/O]
- Fire Technology – Oil Fire [C]
- Fire Technology – Wildland Fire Suppression [C]

#### Center For Business and Technology

- Administrative Assistant – Legal [V/O]
- Administrative Assistant [V/O]
- Accounting Clerk / Bookkeeper [C]
- Aviation Maintenance Technology [V/O; C]
- Business Administration [V/O]
- Civil Engineering Technology [V/O; C]
- Computer Electronics [V/O]
- Computer Maintenance [C]
- Computer Repair [C]
- Culinary Arts [V/O; C]
- Drafting Technology [V/O; C]
- Electronics Technology [V/O]
- Engineering [T/GE]
- Information Processing Specialist [V/O; C]
- Legal Assistant [V/O]
- Mathematics [T/GE]
- Real Estate [C]
- Records Management (File Clerk) [V/O; C]
- Retail Clerk [C]
- Transcriptionist – Legal [C]
- Transcriptionist – Medical [C]

#### Center for Human Development

- Dental Hygienist [V/O]
- Early Childhood Education [V/O]
- Home Economics [V/O]
- Medical Assisting – Clinical [C]
- Nurse Aide / Home Health Aide [C]
- Nursing – Association Degree [V/O]
- Nursing – Vocational [C]
- Residential Care Counselor [V/O; C]
- Teacher Aide [C]
- Teacher Assistant [V/O]

## Shasta College (continued)

### Center for Science, Industry and Natural Resources

- Agriculture – Business [V/O]
- Agriculture – Production [V/O]
- Anatomy [T/GE]
- Applied Sustainability [C]
- Automotive Technology [V/O; C]
- Biology [T/GE]
- Botany [T/GE]
- Chemistry [T/GE]
- Construction Technology [V/O; C]
- Diesel Technology [V/O; C]
- Equine Science [V/O; C]
- Equipment Operations and Maintenance [C]
- Environmental Horticulture Management [V/O; C]
- Geology [T/GE]
- Horticulture – Floral Design [C]
- Horticulture – Retail Nursery Sales [C]
- Light Duty Electro-Mechanics Refrigeration [C]
- Microbiology [T/GE]
- Natural History [T/GE]
- Natural Resources [V/O; C]
- Natural Resources – Chain Saws Operation and Maintenance [C]
- Natural Resources – Log Scaling [C]
- Natural Resources – Lumber Grading [C]
- Natural Resources – Surveying [C]
- Physics [T/GE]
- Physiology [T/GE]
- Turf Management [C]
- Water/Waste Water Treatment [C]
- Welding Technology [V/O; C]

## Shasta School of Cosmetology

### Contact Information

Physical and Mailing Address:  
678 N. Market Street  
Redding, CA 96003

Phone: (530) 243-7990  
Fax: (530) 243-0632  
Website: None Provided  
Email: None Provided

### Accreditation

- Bureau For Private Post Secondary and Vocational Education

### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

- Cosmetology
- Instructor Training
- Manicuring

## Shasta-Trinity Regional Occupational Program

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### Contact Information

Physical and Mailing Address:

4659 Eastside Road  
Redding, CA 96001

Phone: (530) 246-3302

Fax: (530) 246-3306

Website: [www.shastalink.k12.ca.us/rop/rop2](http://www.shastalink.k12.ca.us/rop/rop2)

Email: [shastarop@shastalink.k12.ca.us](mailto:shastarop@shastalink.k12.ca.us)

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### Accreditation

- California State Department of Education (Note: Only courses are approved)

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### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

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### Training Programs

- Accounting Technician
- Agricultural Mechanization
- Agriculture and Agricultural Science
- Animal Sciences
- Auto Mechanic and Technician
- Banking and Financial Support Services
- Building and Property Maintenance and Management
- Business Marketing and Marketing Management
- Child Growth, Care and Development Studies
- Communications
- Computer Science
- Construction and Building Technician
- Cosmetologist
- Dental Assistant
- Electrical and Electronic Drafting
- Fire Science and Firefighting
- Food and Beverage and Restaurant Operations Manager
- General Office, Clerical and Typing Services
- Health and Medical Preparatory Programs
- Heavy Equipment Maintenance and Repairer
- Horticultural Science
- Landscaping Operations and Management
- Law Enforcement and Police Science
- Marketing and Distribution Operations
- Mechanics and Repairers
- Medical Assistant

## Shasta-Trinity Regional Occupational Program (continued)

- Medical Laboratory Technician
- Medical Office Management
- Natural Resources Management and Protective Services
- Nurse Assistant and Aide
- Pharmacy Technician and Assistant
- Photography
- Veterinarian Assistant and Animal Health Technician

## Sierra West Academy

### Contact Information

Physical and Mailing Address:  
443 Redcliff Drive, Suite 200  
Redding, CA 96002

Phone: (530) 224-7227 or  
Toll Free: (1-800) 749-7227  
Fax: (530) 224-7226  
Website: [www.sierrawestacademy.com](http://www.sierrawestacademy.com)  
Email: [info@sierrawestacademy.com](mailto:info@sierrawestacademy.com)

### Accreditation

- Bureau For Private Post Secondary and Vocational Education

### Services Offered

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

- Accounting Technician
- Business and Social Skills
- Drafting, AutoCAD
- Electrical and Electronics Equipment Installer and Repairer
- Electrical, Electronic and Communications Engineering Technician
- General Office, Clerical and Typing Services
- Medical Administrative Assistant, Secretary and Billing Clerk
- Receptionist

## Simpson College

### Contact Information

Physical and Mailing Address:  
2211 College View Drive  
Redding, CA 96003

Phone: (530) 224-5606  
Fax: (530) 224-5627  
Website: [www.simpsonca.edu](http://www.simpsonca.edu)  
Email: [scline@simpsonca.edu](mailto:scline@simpsonca.edu)

### Accreditation

- Western Association of Schools and Colleges

### Services Offered

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved	*	

### Training Programs

- Administration of Special Education
- Bible and Biblical Studies
- Business Administration and Management
- Communications
- Education
- Educational Supervision
- English Language and Literature
- English Teacher Education
- History
- Human Resources Management
- Liberal Arts and Sciences and Liberal Studies
- Mathematics
- Missions, Missionary Studies and Missiology
- Music
- Music Teacher Education
- Pastoral Counseling and Specialized Ministries
- Psychology
- Reading, Literacy and Communication Skills
- Reading Teacher Education
- Social Science Teacher Education
- Social Sciences
- Teacher Education, Multiple Levels, Specific Academic and Vocational Programs
- Theological and Ministerial Studies
- Theological Studies and Religious Vocations
- Theology and Theological Studies

## SMART Community Employment Center Learning Lab – Anderson

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### Contact Information

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Physical and Mailing Address:  
2684 Gateway Drive  
Anderson, CA 96007

Phone: (530) 378-6026  
Fax: (530) 378-6912  
TTY: (530) 225-2095  
Website: None Provided  
Email: [wlarry@shastasmart.com](mailto:wlarry@shastasmart.com)

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### Accreditation

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- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

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	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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- Adult Education Skill Enhancement
- Business Software Courses
- Computer Fundamentals Course
- Employment Related Workshops
- GED Preparation / Tutoring
- Independent Study Software
- Typing and Data Entry Testing

## SMART Community Employment Center Learning Lab – Redding

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### Contact Information

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Physical and Mailing Address:  
1201 Placer Street  
Redding, CA 96001

Phone: (530) 245-1555  
Fax: (530) 244-8006  
TTY: (530) 225-2095  
Website: None Provided  
Email: [nmorris@shastasmart.com](mailto:nmorris@shastasmart.com)

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### Accreditation

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- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

---

	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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- Adult Education Skill Enhancement
- Business Software Courses
- Computer Fundamentals Course
- Employment Related Workshops
- GED Preparation / Tutoring
- Independent Study Software
- Typing and Data Entry Testing

## SMART Community Employment Center Learning Lab – Shasta Lake City

### Contact Information

Physical and Mailing Address:

5010 Shasta Dam Blvd  
Shasta Lake City, CA 96019

Phone: (530) 275-7654

Fax: (530) 275-7668

TTY: (530) 225-2095

Website: None Provided

Email: bnancy@shastasmart.com

### Accreditation

- Bureau For Private Post Secondary and Vocational Education

### Services Offered

	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

- Adult Education Skill Enhancement
- Business Software Courses
- Computer Fundamentals Course
- Employment Related Workshops
- GED Preparation / Tutoring
- Independent Study Software
- Typing and Data Entry Testing

## Travel School of Redding

### Contact Information

Physical and Mailing Address:

227 Locust Street  
Redding, CA 96001

Phone: (530) 244-1431

Fax: (530) 244-7061

Website: www.avantitravel.com

Email: school@avantitravel.com

### Accreditation

- Bureau For Private Post Secondary and Vocational Education

### Services Offered

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

### Training Programs

- Professional Travel Agent
- Travel Services Marketing Operations

## United Educational Services

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### Contact Information

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Physical and Mailing Address:  
942 Merchant Street  
Redding, CA 96002

Phone: (530) 226-6415  
Fax: (530) 223-0161  
Website: [www.unitededucational.com](http://www.unitededucational.com)  
Email: None Provided

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### Accreditation

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- Bureau For Private Post Secondary and Vocational Education

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### Services Offered

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning	*	
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

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- Real Estate

## Apprenticeships

Apprenticeship training is designed through the cooperative efforts of industry and government to provide an efficient, cost-effective method for employers to use in getting the skilled industry-trained employees they need.

The apprenticeship system is founded on practical, on-the-job training and related academic instruction. Planned to meet the needs of a particular industry or occupation, these programs vary in length from one to five years.

When their training is completed, apprentices receive certificates issued by the State of California Division of Apprenticeships Standards which give them recognition throughout their industry as fully qualified and skilled employees

For further information contact:  
State of California  
Department of Industrial Relations  
Division of Apprenticeship Standards  
1515 Clay Street, Suite 602  
Oakland, CA 94612  
Phone: (510) 622-3259  
Fax: (510) 622-3265

The following apprenticeship programs are currently available in Shasta County:

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### Carpenters

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Carpenters Union Local 1599  
910 Locust Street  
Redding, CA 96001  
Phone: (530) 241-2022  
Fax: (530) 241-2023

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### Electricians

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Shasta/Butte Electrical Industry Joint Apprentice Training Committee  
900 Locust Street  
Redding, CA 96001  
Phone: (530) 241-2468  
Fax: (530) 241-0319

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### Plumbing, Heating and Cooling

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Plumbing, Heating and Cooling Contractors (PHCC)  
Shasta Builders' Exchange  
2990 Innsbruck Drive  
Redding, CA 96003  
Phone: (530) 221-5556  
Fax: (530)

# Training Providers for 1998-2000 Surveyed Occupations

These training providers offer training and skills to succeed in the 1998-2000 studied occupations. For more information on these providers, please refer to the Training Directory on pages 143-158.

## **Automotive Body and Related Repairers** OES 853050

- Shasta College
- Shasta-Trinity Regional Occupational Program

## **Automotive Mechanics** OES 853020

- Shasta College
- Shasta-Trinity Regional Occupational Program

## **Bill and Account Collectors** OES 535080

- Shasta College
- Sierra West Academy

## **Bookkeeping, Accounting and Auditing Clerks including Bookkeepers** OES 553380

- Advance Computer Institute
- Shasta College

## **Bus Drivers** OES 971110

- American Truck School, LLC

## **Child Care Workers** OES 680380

- Shasta Bible College
- Shasta College
- Shasta-Trinity Regional Occupational Program

## **Computer Network Technicians** OES (None)

- Advance Computer Institute
- Between The Lines
- Shasta College
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy

## **Construction Managers** OES 150170

- Shasta College

## **Dental Assistants** OES 660020

- Shasta College
- Shasta-Trinity Regional Occupational Program

## **Educational Administrators** OES 150050

- National University, Redding
- Shasta College
- Simpson College

## **Electricians** OES 872020

- North State Technical Institute
- Shasta College
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy
- Apprenticeship: Shasta/Butte Electrical Industry Joint Apprentice Training Committee

## **Financial Managers** OES 130020

- Advance Computer Institute
- Grant and Resource Center of Northern California
- Simpson College

## **General Managers and Top Executives** OES 190050

- Grant and Resource Center of Northern California
- National University, Redding
- Shasta College
- Simpson College

## **General Office Clerk** OES 553470

- Advance Computer Institute
- Shasta College
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy
- SMART Community Employment Center Learning Labs

## **Hairdressers, Hairstylists and Cosmetologists** OES 680050

- Shasta School of Cosmetologists
- Shasta-Trinity Regional Occupational Program

## **Heating, Air Conditioning and Refrigeration Mechanics and Installers** OES 859020

- Shasta-Trinity Regional Occupational Program

## **Home Health Aides** OES 660110

- Shasta College
- Shasta-Trinity Regional Occupational Program

## **Instructional Aides** OES 315211

- Shasta College

## **Legal Secretaries** OES 551020

- Advance Computer Institute
- Shasta College

## **Licensed Vocational Nurses** OES 325050

- Shasta College



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**Medical Assistants** OES 660050

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- Advance Computer Institute
- Between the Lines
- Shasta College
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy

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**Nurses Aides** OES 660080

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- Shasta College
- Shasta-Trinity Regional Occupational Program

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**Order Fillers** OES 580260

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- Shasta College (Retail Clerk)

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**Personnel, Training and Labor Relations Managers**  
OES 130050

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- Simpson College

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**Receptionists and Information Clerks**  
OES 553050

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- Advance Computer Institute
- Shasta College
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy
- SMART Community Employment Center Learning Labs

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**Secretaries, Except Legal and Medical**  
OES 551080

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- Advance Computer Institute
- Shasta College
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy
- SMART Community Employment Center Learning Labs

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**Social Workers, Except Medical and Psychiatric**  
OES 273050

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- National University, Redding
- Simpson College

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**Social Workers – Medical and Psychiatric**  
OES 273020

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- National University, Redding
- Simpson College

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**Systems Analyst – Electronic Data Processing**  
OES 251020

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- Advance Computer Institute
- Between the Lines
- Computer Learning Center
- Shasta College
- Shasta-Trinity Regional Occupational Program

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**Teachers – Kindergarten** OES 313022

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- Shasta Bible College
- Shasta College

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**Teachers - Preschool** OES 313030

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- Shasta Bible College
- Shasta College

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**Teachers - Special Education** OES 313110

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- Shasta Bible College
- Shasta College

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**Truck Drivers – Heavy or Tractor Trailer**  
OES 971020

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- American Truck School, LLC

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**Vehicle Salesperson – Retail** OES 490111

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- Shasta-Trinity Regional Occupational Program
- Shasta College
- Sierra West Academy

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**Welders and Cutters** OES 939140

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- Shasta-Trinity Regional Occupational Program

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**Specific training programs are not available for:**

- Amusement and Recreation Attendants (OES 680140)
- Assemblers and Fabricators – Except Machine, Electrical and Precision (OES 939560)
- Assemblers – Electrical and Electronic Equipment (Precision) (OES 931140)
- Bartenders OES (650050)
- Billing, Cost and Rate Clerks (OES 553440)
- Cashiers (OES 490230)
- Cost Estimators (OES 219020)
- Counter and Rental Clerks (OES 490170)
- First Line Supervisors and Manager/Supervisors – Clerical and Administrative Support Occupations (OES 510020)
- First Line Supervisors and Manager/Supervisors – Sales and Related Occupations (OES 410020)
- Food Preparation Workers (OES 650380)
- Guards and Watch Guards (OES 630470)
- Hosts, Hostesses – Restaurant, Lounge or Coffee Shop (OES 650020)
- Hotel Desk Clerk (OES 538080)
- Janitors and Cleaners, Except Maid and Housekeeping Cleaners (OES 6770050)
- Machinists (OES 891080)
- Maids and Housekeeping Cleaners (OES 670020)
- Recreation Workers (OES 273110)
- Residential Counselors (OES 273070)
- Stock Clerks – Stockroom, Warehouse, Storage Yard (OES 580230)
- Surgical Technicians (OES 329280)
- Tellers (OES 531020)
- Traffic, Shipping and Receiving Clerks (OES 580280)
- Truck Drivers – Light, Including Delivery and Route Workers (OES 971050)
- Vocational and Educational Counselors (OES 315140)

# Your best sources for labor market information!

## For Shasta County:

### Occupational Outlook 2001 and Training Directory

Detailed information on 60 Shasta County occupations (including wages and benefits, employer education, experience and training requirements, trends and projections) plus information on over 30 local training providers.

### [www.norcalink.com](http://www.norcalink.com) website

A complete resource of historical and current labor market data for 21 north state counties.

## For California:

### [www.calmis.ca.gov/htmlfile/ccois/ oor.htm](http://www.calmis.ca.gov/htmlfile/ccois/or.htm) website

Access historic and current Occupational Outlooks from counties across the state of California at the Labor Market Information Division, Employment Development Department website.

## Sponsored By:

*The California Cooperative*

**CCOIS**

Occupational Information System

Community Employment Center

**SMART**

Labor Market Information

